

From: [Laura Munsey](#)
To: [Naomi Greenfield](#); [David F. Swanson](#)
Cc: [Christine Bongiorno](#)
Subject: (Archive Copy) Kiesel attachment from MA Executive Office of H&HS Rehabilitation Commission
Date: Monday, November 26, 2018 4:22:04 PM
Attachments: [11-28-18 Kiesel Attachment.pdf](#)

Hi Naomi and David:

Please see the attachment provided by Laura Kiesel from the MA Executive Office of H&HS Mass Rehabilitation Commission dated 3-30-18.

Thank you,
Laura

- - - - -
Laura A. Munsey
Office Manager
Health & Human Services
27 Maple Street
Arlington, MA 02476
781-316-3172
lmunsey@town.arlington.ma.us
Please visit Arlington's Website at www.arlingtonma.gov

From: [Pamela Hallett](#)
To: [Christine Bongiorno](#)
Subject: (Archive Copy) RE: fuel assistance-LK
Date: Wednesday, March 20, 2019 4:48:09 PM
Attachments: [Re fuel assistance-LK.msg](#)

Christine: The last email was sent to Senator Freidman's office as well as to you. Thanks.

Pam

From: [Christine Bongiorno](#)
To: [REDACTED] [Swanson](#)
Subject: (Archive Copy) Re: LK complaint
Date: Tuesday, March 26, 2019 10:37:05 PM

Thanks David! Will keep you posted. I hope you had a nice time away. Talk soon,
Christine

Sent from my iPhone

On Mar 26, 2019, at 10:09 PM, David F. Swanson [REDACTED]
wrote:

Hi Christine,

I'm pretty sure she's referring to the 05/2018 complaint, where Chris Huvos did conduct quite an extensive follow-up with her. Ccing Kristen Bauer, however, because she organizes and tallies the incidents and complaints in one document and may have a better sense of this based on that document.

Best,
Dave

On Tue, Mar 26, 2019 at 7:22 PM Christine Bongiorno
<CBongiorno@town.arlington.ma.us> wrote:
David and Naomi,

I have reached out to Laura K regarding the 11/26/18 complaint to AHRC. She has responded by saying that she has already gone over all of this and spent 90 minutes speaking with a commissioner about this complaint. I am assuming that she is confused and is remembering the 5/2018 complaint? Before I respond is there any chance that someone has already done this complaint?
Christine

Sent from my iPhone

From: [Christine Bongiorno](#)
To: [Pamela Hallett](#)
Subject: (Archive Copy) AHRC Request for Position Statement
Date: Wednesday, March 27, 2019 3:37:30 PM
Attachments: [AHRC Request for PositionStatement.pdf](#)

Hi Pam,

Attached is a request for you to respond in writing to a complaint that the Arlington Human Rights Commission received from your tenant Laura Kiesel in November 2018. This is a separate complaint filed, there was a similar one from Ms Kiesel in August 2018 that was investigated and closed by Commissioner Huvos. In addition to a written response, can you let me know if you are interested in entering into mediation arranged by the Arlington Human Rights Commission with this tenant?

Thank you and let me know if you have any questions regarding this issue.

Christine Bongiorno

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From: [Christine Bongiorno](#)
To: [Pamela Hallett](#)
Subject: (Archive Copy) RE: AHRC Request for Position Statement
Date: Thursday, March 28, 2019 5:15:50 PM

Hi Pam,

The complaint was received in November and there were no Commissioners available to take on the complaint so it fell to me to investigate. As you know, it is almost the same as the previous one that was received in August. I am sorry that this adds work for you but it is important that we are able to investigate all complaints that are received.

Let me know if you have any questions,
Christine

Christine Bongiorno, MPH
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www.arlingtonma.gov/hhs

From: Pamela Hallett <phallett@housingcorporarlington.org>
To: Christine Bongiorno <CBongiorno@town.arlington.ma.us>
Date: Thu, 28 Mar 2019 21:09:12 +0000
Subject: RE: AHRC Request for Position Statement

Christine:

Why am I receiving this complaint from you now when it was signed by the complainant in November 2018?

Pam

From: [Pamela Hallett](#)
To: [Christine Bongiorno](#)
Subject: (Archive Copy) RE: AHRC Request for Position Statement
Date: Thursday, March 28, 2019 5:51:39 PM
Attachments: [RE AHRC Request for Position Statement.msg](#)

One thing I find curious is her complaint about the locked bathroom door did not happen until December 2018...we have work order records. I have plenty of other documentation. I will respond I just am finding the timing and dates of the complaint odd.

From: [Christine Bongiorno](#)
To: [Pamela Hallett](#)
Subject: (Archive Copy) article
Date: Thursday, April 04, 2019 9:49:10 AM

Check this out, thought it may be of interest to you...

<http://economichardship.org/archive//voluntary-poverty>

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From: [Christine Bongiorno](#)
To: [Pamela Hallett](#)
Subject: (Archive Copy) Re: article
Date: Thursday, April 04, 2019 11:38:22 AM

The one I sent was written by your tenant!!!! I thought it was interesting because it gives some good info that you would be interested in

Sent from my iPhone

On Apr 4, 2019, at 11:36 AM, Pamela Hallett <phallett@housingcorporarlinton.org> wrote:

Hi Christine:

The link you sent didn't work. I did look up another article about voluntary poverty from Mother Jones that deals with living close to the land and in a green way on very little money. Is that the sense of the article you tried to send?

What Mother Jones's article points out is that when you choose to live in voluntary poverty you must be in a position to be able to ...no anticipated increased housing costs, in control of your own housing, in good health..etc. etc.

Pam

<mime-attachment>

From: [Pamela Hallett](#)
To: [Christine Bongiorno](#)
Subject: (Archive Copy) RE: article
Date: Thursday, April 04, 2019 11:42:22 AM
Attachments: [Re article.msg](#)

OHH...the link didn't work so I googled it but that particular source and article did not come up. Can you mail it to me??? I think that would help us a lot. THANK YOU!!

Pam

From: [Christine Bongiorno](#)
To: [Pamela Hallett](#)
Subject: (Archive Copy) RE: article
Date: Thursday, April 04, 2019 1:00:32 PM
Attachments: [How Gentrification Puts Creative Urbanites in a Bind — EHRP.pdf](#)

I saved the article as a PDF and attached it. Enjoy

Christine Bongiorno, MPH
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From: Pamela Hallett <phallett@housingcorporarlington.org>
To: Christine Bongiorno <CBongiorno@town.arlington.ma.us>
Date: Thu, 4 Apr 2019 15:36:38 +0000
Subject: RE: article

Hi Christine:

The link you sent didn't work. I did look up another article about voluntary poverty from Mother Jones that deals with living close to the land and in a green way on very little money. Is that the sense of the article you tried to send?

What Mother Jones's article points out is that when you choose to live in voluntary poverty you must be in a position to be able to ...no anticipated increased housing costs, in control of your own housing, in good health..etc. etc.

Pam

From: [Pamela Hallett](#)
To: [Christine Bongiorno](#)
Subject: (Archive Copy) RE: article
Date: Thursday, April 04, 2019 2:00:32 PM
Attachments: [RE article.msg](#)

Thank you! I find this a riot...We always restrict the amount of work any of our tenants can take on.....we like them poor.

From: [REDACTED] [Greenfield](#)
To: [Christine Bongiorno](#); [REDACTED] [Swanson](#)
Subject: (Archive Copy) Fwd: Latest AHRC Updates
Date: Sunday, April 21, 2019 10:28:09 PM

She is exhausting. At every turn, with every action, she goes after me and Dave.

----- Forwarded message -----

From: [REDACTED]
Date: Sun, Apr 21, 2019 at 10:13 PM
Subject: Re: Latest AHRC Updates
To: Naomi Greenfield [REDACTED]

Naomi,

I forgot about the coffee chat idea.

We should have voted on the sign. It was not an emergency or time-sensitive. I'm sure we would have voted to buy it at the next meeting.

I know that we have money for co-sponsorships in the budget. The decision as to how to use that money should not be made solely by you and Dave.

Sheri

Sent from my iPhone

On Apr 21, 2019, at 8:27 PM, Naomi Greenfield [REDACTED] wrote:

Hi Sheri (and all),

I suggested at the last meeting that we try to to a Commissioner Coffee Chat similar to what the School Committee does once a month. I suggested it as a way to offer an additional communication point for citizens with us outside of the public meetings, where there's really not a lot of time to talk and discuss.

The Town sign idea came up shortly after the meeting as a potential idea to respond as a town to all the hate incidents of late. The money is already allocated in the budget under co-sponsorship so didn't require an additional vote. I'm happy to talk to anyone individually if they have suggestions or additional questions about it. We have already heard from many groups that they are interested and excited about the idea.

Naomi

On Sun, Apr 21, 2019 at 6:25 PM <[REDACTED]> wrote:
Dave,

Thanks for the update.

Did we discuss the sign for Town Hall and the coffee chats at a meeting that I missed?

I don't recall talking about it at a recent meeting.

Sheri

Sent from my iPhone

On Apr 21, 2019, at 4:56 PM, David F. Swanson
[REDACTED] wrote:

Dear Commissioners,

Here are the [draft notes for our April meeting](#). Thanks to everyone who made it a productive and thoughtful meeting. To Dos from this meeting are included at the bottom of this email as well.

A few other important updates:

- **Pedrini RJ Statement:** Thanks to everyone who contributed to the Pedrini RJ statement. We will be reviewing all the comments, making edits and will share out with the community this week.
- **Arlington Against Hate Sign:** We will be purchasing a large sign for outside Town Hall that will read "Arlington Stands Together Against Hatred and Bigotry". The second side will have a list of all the organizations in town that are "co-sponsoring" the sign.
- **Town Meeting Update:** We unfortunately ran out of time again in the last meeting to give everyone a thorough update on the Indigenous People's Day article that the AHRC had submitted for Town Meeting. We would like everyone, especially AHRC Town Meeting Members, to know that the sub-committee working on this article asked that it be postponed and not included in this year's warrant. There were a number of reasons why this was done, not the least of which that the UAINC asked us to withdraw it for this year and collaborate with them ahead of next year. We would like to revisit the article, brainstorm partners for it and develop a concrete plan for next Town Meeting.

- **Retreat:** Save the Date for our Spring Retreat. Saturday, May 4th from 2-4:30 at the Whittemore Robbins House.
- **Note from Chris:** And finally, we're passing along this note from Commissioner Chris Huvos. We hope you will join us in thanking Chris for his dedication, thoughtfulness and calm and kind demeanor throughout his tenure on the AHRC. He will be missed.

A happy Passover and Easter to everyone who is celebrating this weekend!

—Naomi and Dave

Note from Chris

Dear Commissioners,

On February 4th I completed my three-year term on the AHRC and I've decided not to re-apply for another appointment. I had hoped to tell you this in person at last Wednesday's meeting, but unfortunately the abundance of issues on the agenda prevented me from doing so. Sadly, I will also have to miss the retreat on May 4, due to unexpected out of town guests, and the May meeting due to business out of town. It feels as if the universe is telling me to take a sabbatical at the very moment that our workload has significantly increased.

It has been an honor and a privilege to serve on the Commission and to work with you on the important mission of equal rights for everyone in our town. I will miss being with you but hope that we might continue to cross paths at town events, and meet up for an occasional cup of coffee. I am also relieved to hear that we have several younger applicants to join the Commission. I believe in the advantages of turnover on standing committees, and expect that everyone will benefit from the currently high level of interest in AHRC by the community.

Thank you and all the best,

Chris

To Dos from April Meeting

Naomi:

- Follow up with Andrea at Library re: bystander training
- Draft FB post re: Pedrini RJ circle
- Set up Sign up for AHRC Coffee Chats
- Reach out to Christine B to follow up on Laura Keisel complaint

Dave:

- Finalize Draft Protocol for Citizen Open Forum
- Contact Maribel re: final logo

Sheri:

- Follow up with Chris on neighbor dispute

Sharon:

- Talk to Jennifer about School sub-committee

Betsy:

- Finish website

Kristina

- Feast of the East Prep

Kristen:

- Get interns started on updating contacts, Rapid response people
- Follow up with Janet Freedman

From: [Christine Bongiorno](#)
To: [Pamela Hallett](#)
Subject: (Archive Copy) Re: Next steps and timing on the HRC issue
Date: Monday, May 20, 2019 4:37:19 PM

Hi Pam,
Sorry for not being in touch. Doug has been working on it. town Meeting is what has slowed it down. Hoping to have resolved ASAP
Will let you know soon,
Christine

Sent from my iPhone

On May 20, 2019, at 3:46 PM, Pamela Hallett <phallett@housingcorporarlington.org> wrote:

Hi Christine:

Can you tell me anything about timing yet for HRC to settle? Does the newest charge against me slow things down?

Pam

Pamela Hallett
Executive Director
Housing Corporation of Arlington
252 Massachusetts Avenue
Arlington, MA 02474
781 859-5211
phallett@housingcorporarlington.org

From: [Pamela Hallett](#)
To: [Christine Bongiorno](#)
Subject: (Archive Copy) RE: complaint decision
Date: Friday, June 28, 2019 9:39:03 AM
Attachments: [complaint decision.msg](#)

Thank you Christine!

Pam

From: [Christine Bongiorno](#)
To: [REDACTED] [Greenfield](#)
Cc: [REDACTED] [Swanson](#)
Subject: (Archive Copy) Re: AHRC Complaint Form Received 11-26-18 Kiesel
Date: Wednesday, December 19, 2018 2:05:34 PM

Yes, I meant to respond sooner. I am happy to take this one on. Can you send me any of the forms that you use? Or are they in the shared drive? Just want to use the most up to date ones that you are using.

Christine

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Director of Health and Human Services
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From: Naomi Greenfield [REDACTED]
To: Christine Bongiorno <CBongiorno@town.arlington.ma.us>
Cc: "David F. Swanson" <dswanson922@gmail.com>
Date: Wed, 19 Dec 2018 13:35:31 -0500
Subject: Re: AHRC Complaint Form Received 11-26-18 Kiesel

Hi Christine,

Just wanted to follow up on this as it will soon be a month without responding to this complaint from Laura. Would you be able to help us with this one? Let us know regardless.

Naomi

On Fri, Dec 14, 2018 at 4:52 PM Naomi Greenfield [REDACTED] wrote:
Hi Christine,

Would it be possible for you to take on this complaint for us or at least help us manage it a little? We spent a significant amount of time on her first complaint and her many, many emails and back and forth. No one on the Commission wants to take up this latest one and Dave and I are both swamped with all the hate incidents. Let me know what you think.

Naomi

> On Nov 26, 2018, at 4:04 PM, Laura Munsey (LMunsey@town.arlington.ma.us)
> <LMunsey@town.arlington.ma.us> wrote:
>
> Good Afternoon Naomi and David:
>
> Please see a the attached scanned copy of an Arlington Human Rights Commission
> Complaint Form received via mail on 11-26-18 from Laura Kiesel.
>
> Thank you,
> Laura
>
> -----
> Laura A. Munsey
> Office Manager
> Health & Human Services
> 27 Maple Street

- > Arlington, MA 02476
- > 781-316-3172
- > lmunsey@town.arlington.ma.us
- > Please visit Arlington's Website at www.arlingtonma.gov
- > <11-26-18 AHRC Complaint - Kiesel.pdf>

From: [REDACTED] [Greenfield](#)
To: [REDACTED] [Swanson](#); [Christine Bongiorno](#)
Subject: (Archive Copy) Citizen Open Forum
Date: Tuesday, February 12, 2019 4:44:58 PM

Hi Dave and Christine,

I just got word that Laura Keisel is planning to come to our next AHRC meeting again to talk about the parking issue. We have 15 minutes set aside for community open forum, but we were planning to have Chief Flaherty talk to us then.

I'm somewhat concerned about the confluence of these two things at the same time. Everyone obviously has the right to come to our open meetings, but we already spent a considerable amount of time with Laura talking about this parking issue at a previous meeting and I'm worried about us not having time to get through a really packed agenda and also not having enough time for Chief Flaherty.

Is it worth it for us to reach out to Laura and see if she wanted to meet with a Commissioner one on one outside of the meeting instead of attending the meeting so that she'll have time to talk, but we'll also have time to get through the agenda?

N

From: [Christine Bongiorno](#)
To: [Adam Chapdelaine](#)
Subject: (Archive Copy) Fwd: RE: Warrant Article 80
Date: Thursday, February 28, 2019 3:31:49 PM

Sending this email exchange along to you as an FYI

Christine Bongiorno, MPH
Director of Health and Human Services
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(781)316-3170
www.arlingtonma.gov/hhs

From: "Paul A. Czech, Esq." <paul@paulczechlaw.com>
To: "'Laura Kiesel'" [REDACTED]
Cc: <stefanielfarrel [REDACTED]>, <jonathan.odell@state.ma.us>, <JJones@town.arlington.ma.us>, "'Darcy Devney'" [REDACTED], <karen_mathiasen [REDACTED]>, "'ellen leigh'" [REDACTED], <paulraia [REDACTED]>, "'Liza Evaluation Researchers'" [REDACTED], <mrademacher@town.arlington.ma.us>, "'Maureen'" [REDACTED], <maureenhilaire [REDACTED]>, "'kerrie fallon'" <fallonk1@edinburgcenter.org>, <cbongiorno@town.arlington.ma.us>, <gmcarpenter1@gmail.com>, "'Cynthia DeAngelis'" [REDACTED]
Date: Thu, 28 Feb 2019 14:49:27 -0500
Subject: RE: Warrant Article 80

Laura –

The Arlington Disability Commission is empowered by the township and its residents via their taxes. That makes us a branch of Town government that focuses exclusively on issues that are related to the entire community of disabled individuals that live in Arlington. We are not empowered to change the townships laws or create exceptions to them. It makes sense to me that the streets are to be kept clear to allow for a clear path for emergency vehicles such as ambulances, fire trucks, police vehicles, snow removal, etc. The law affects everyone in the township equally. And it benefits them all equally as well. If you petition the Board of Selectmen to have the law changed and they agree to an exemption then so be it. It is not for the ADC to question or support changes to existing laws.

The only thing that would lead me to believe that this is something that the ADC should support is if you came forward with evidence that all disabled Arlington residents are adversely affected by the ban. You have not done that. You cannot say this ban has an adverse effect on people with autism or people with mental health related disabilities. Nor can you say that it adversely affects the hearing disabled or the visually impaired. You can't even say that it affects everyone in the community with mobility issues because not everyone with mobility issue owns a car or lives in a rental property. So, based on that alone, this is not something, in my opinion, that the commission should be supporting.

The ADC should be focused on the numerous access issues that are now preventing people from participating adequately in town meetings and functions which is a constitutional violation that denies people with disabilities due process while exposing the Township to legal liability and

potential ADA actions. It is the ADA which defines the Township's responsibilities to its disabled residents and there is no language in that statute that says the Township must provide parking spaces to folks who rent from private landlords. Indeed I believe that to carve out such an exception would be bad precedent for the Township to put in place, perhaps even unconstitutional and, honestly, prejudicial to those folks who would not be covered by the exemption. Despite what I perceive as your interest in downplaying property ownership it is the property owners, which includes private landlords, who are carrying the bulk of the tax burden for the community. This is not a request to wrong a hardship. Rather, I see this as a request for a special privilege that would inappropriately benefit a small group of citizens to the detriment of everyone else.

That is not to say that I am unsympathetic to your concerns because I am. I just do not feel that the ADC, as a Township entity, should be supporting this. And I believe that if you feel the parking ban needs to be removed then you need to make your case to the Board of Selectmen and not to this Commission. The ADC is not an advocacy group. We're part of the Arlington Town government. Government is supposed to be protecting everyone's interests and not just those of a select few. I do not see the discriminatory aspect of the parking ban and I do not see it as discriminatory towards the entirety or even the majority of the Township's disabled residents.

As such, I am opposed to the ADC lending its support to this warrant issue.

Regards,
P.

Paul A. Czech, Esquire
The Law Offices of Paul A. Czech
[REDACTED]

From: Laura Kiese [REDACTED]
Sent: Wednesday, February 27, 2019 5:16 PM
To: Paul Czech
Subject: Fwd: Warrant Article 80

Hello Paul,

I hope you're well. Someone forwarded me your response to their support of my Warrant Article, 80 in case I wanted a chance to reply. I do not believe you were at the last Disability Commission meeting, so I do not believe you had a chance to listen to me present and I am not sure you had an opportunity to look over the materials and letters of support.

I know you mentioned the Town had put the parking ban in place for a reason, likely for safety and security. For clarification, after speaking with Town authorities on this, the Town has had this ban in place from way back when it transitioned from horse and buggy to the automobile. To be clear, this ban was put in place back when the town was primarily a town of homeowners, when much less people owned cars (and we had a connecting streetcar) or needed them to survive and work, and before women had the vote. It was

created in tandem with racist redlining policies that excluded lower income folks and people of color from living here. Our demographic and society have changed dramatically in the century since. Now, over 42% of the town are renters--of whom lower income and disabled people disproportionately comprise--and they are also the population which is more impacted by the ban as opposed to homeowners with private driveways.

The parking ban does not inconvenience us all equally. It inconveniences lower income and disabled people who cannot live and work here if they do not have a place for their car they need to access their jobs and medical appts. Ownership of a car is intimately and in many cases, inextricably, tied to job security and economic mobility in this country, and for many disabled people it is crucial to have a car in order to maintain functionality and manage their medical needs. As one study found, lower income people who have cars are twice as likely to have a job and four times as likely to maintain that job over the longer term and see an average annual income boost of \$7,000. They also are more likely to live in high opportunity neighborhoods--that is, with better schools, more green spaces, better health outcomes--towns like Arlington. They are also much less likely to miss medical appointments. But they cannot move here or live here if they don't have a place to park their cars. So it becomes an impediment. I know, because [REDACTED]

[REDACTED] I almost did not live here because the place I had did not have an off-street parking space (they lied to me about it). I almost became homeless as a result. I needed my car because my job (the only p/t job I could find that paid a competitive salary [REDACTED] [REDACTED] was not accessible by public transit and I needed that job to survive. I do not want others to become homeless as I almost did because of something as silly but as crucial in this Town as lack of parking.

I coordinate a tenants advocacy group here in Town, with over 60 members. Parking is the most frequently cited concern and most who have dealt with this are either lower income, disabled or both. However, some small homeowners deal with it as well. I spoke with one disabled woman who has severe mobility issues. She does not have an off-street parking space. She has to park in the municipal lot and every single day has to pay to take The RIDE to move the car from the lot by 7am and again to return it at night. She pays over \$6/day to do that, in addition to the \$365/yr for the lot. Again, she is disabled to the point where she cannot work and is on a fixed income. Can we honestly say she is not more inconvenienced than others?

This ban disproportionately impacts lower income and disabled people and prevents them from moving here or living here without an undue burden. As such, it's discriminatory. Many other disability groups agree with me, which is why we have the formal endorsements of the Disability Policy Consortium, the Boston Center for Independent Living, MassADAPT, the Arlington MA Chapter of the American Pain Assn, and our own Diversity Taskforce. I am attaching their letters of support, for you to peruse.

I also invite you to consider these articles:

<https://www.theatlantic.com/politics/archive/2014/07/how-car-ownership-helps-the-working-poor-get-ahead/431160/>

<https://www.citylab.com/transportation/2014/04/why-poor-still-need-cars/8769/>

One last issue: parking accessibility is considered a right under the Fair Housing Act. The

burden of the FHA falls mostly to the landlord to try to make a space for the tenant who is handicapped upon request. However, the FHA doesn't apply to every situation. For situations where that doesn't apply, legal precedent does show municipalities can be held responsible for ensuring parking for disabled people.

I'd be glad to discuss this at further length or answer any questions you have. Again, I am attaching our letters of support. Thank you.

Sincerely,

Laura Kiesel

I also do not see this as an access issue and so I do not believe the ACD should be backing this initiative in any way. The ACD should be looking at true access issues such as the lack of real employment opportunities for people with disabilities and the inaccessibility of town government services and offices to people with visual impairments and hearing disabilities. When it comes to parking, like it is for everybody, you're on your own. I support leveling the playing field and not creating unfair advantages

--

Laura Kiesel

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--

Laura Kiesel

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From: [REDACTED] Kiesel
To: Paul A. Czech, Esq.; [REDACTED] Holt; [REDACTED] Udics; Michaiah; [REDACTED] Popkin
Cc: stefanielfarrel; [REDACTED]; jonathan.odell@state.ma.us; Jack Jones; [REDACTED] Devney; [REDACTED] Mathiasen; [REDACTED] Leigh; Paul Raia; [REDACTED] Evaluation Researchers; Michael Rademacher; [REDACTED] Ma; [REDACTED] Fallon; Christine Bongiorno; [REDACTED] Carpenter; [REDACTED] DeAngelis
Subject: (Archive Copy) Re: Warrant Article 80
Date: Thursday, February 28, 2019 3:37:54 PM

Hi Paul,

Thank you for your response. I'm cc-ing Kim Kay Holt, one of the co-sponsors of our bill [REDACTED] who is going to share her story of the impact of the ban had on her.

To be clear, the Select Board already voted unanimously 5-0 to put this through to Town Meeting and is also now considering their own guidelines, but we are now refining what those final guidelines will be and the final language for a second round. I am aware that the Disability Commission is not an advocacy group, but it is not unusual to get the backing or support of a Town Commission for certain Warrants ahead of Town Meeting that have shared goals. When I worked on the plastic bag ban, we had the endorsement of Sustainable Arlington, the Recycling Committee, and the Conservation Committee. Currently, the Envision 2020 Diversity Taskforce Group and now I believe the Human Rights Commission are endorsing this Warrant (in fact, it was the DTG that approached me about the possibility of authoring of such a warrant). It was Town Counsel that actually urged me to approach the Disability Commission for support on this issue.

But this is the first I am hearing that the Disability Commission can only support something that affects **all** disabled people. If that is the case, I would be quite concerned, because not all policies affect all disabled people equally. For instance, both the federal and state Fair Housing Acts include parking as a right entitled to "reasonable accommodation" upon request. Yet obviously, not all disabled own cars or can drive.

What is clear is that the parking ban puts a disproportionate burden on disabled and lower income people. And the Fair Housing Act can apply to municipalities, as well as landlords. This is why in fact many other municipalities who are our neighbors have their own Fair Housing Commissions or sub-committees run under pre-existing Commissions (usually their Disability and Human Rights Commissions)--and parking issues are managed through that.

As for emergency situations, I have already met with the Town Planning Departments and the Parking Implementation Committee. There is already a problem in some areas of Town where people are parking on the streets due to lack of off-street parking (due to landlords being dishonest about its availability or springing large fees on them after they move in; so this isn't an issue that affects of us equally as homeowners have more control over their parking situation), denial of handicap parking, etc. This program actually would enable the Town to be better able to account for people parking on-street and put in protocols to enhance safety such as alternate street-side parking.

Incidentally, as I mentioned at the meeting, the majority of emergency needs actually occur during the day, when most streets already allow all-day on-street parking and already are very crowded, regardless of residential status. I find it

strange and disconcerting that we are okay with offering out-of-towners the ability to park here all day for free, but deny our own marginalized residents--who patronize our local businesses, pay property taxes to the town (or rent that goes toward property taxes) and excise taxes on their vehicles that fund crucial services like those offered by the Disability Commission--an exemption program.

If we want to genuinely try to have a Town that benefits everyone--and not just those in more privileged positions who are not adversely impacted by the policies we have--we need to account for and attempt to rectify the disparities that exist in those policies.

Additionally, if you are concerned about those with disabilities having more access to employment opportunities, the data is overwhelmingly clear that car ownership is one of the most significant ways to accomplish that and Kim can personally attest how the ban played a direct role in forcing her to give up her employment at the time.

Please let me know if you have any questions. Thank you!

Sincerely,

Laura Kiesel

On Thu, Feb 28, 2019 at 2:49 PM Paul A. Czech, Esq. <paul@paulczechlaw.com> wrote:

Laura –

The Arlington Disability Commission is empowered by the township and its residents via their taxes. That makes us a branch of Town government that focuses exclusively on issues that are related to the entire community of disabled individuals that live in Arlington. We are not empowered to change the townships laws or create exceptions to them. It makes sense to me that the streets are to be kept clear to allow for a clear path for emergency vehicles such as ambulances, fire trucks, police vehicles, snow removal, etc. The law affects everyone in the township equally. And it benefits them all equally as well. If you petition the Board of Selectmen to have the law changed and they agree to an exemption then so be it. It is not for the ADC to question or support changes to existing laws.

The only thing that would lead me to believe that this is something that the ADC should support is if you came forward with evidence that all disabled Arlington residents are adversely affected by the ban. You have not done that. You cannot say this ban has an adverse effect on people with autism or people with mental health related disabilities. Nor can you say that it adversely affects the hearing disabled or the visually impaired. You can't even say that it affects everyone in the community with mobility issues because not everyone with mobility issue owns a car or lives in a rental property. So, based on that alone, this is not something, in my opinion, that the commission should be supporting.

The ADC should be focused on the numerous access issues that are now preventing people from participating adequately in town meetings and functions which is a constitutional violation that denies people with disabilities due process while exposing the Township to legal liability and potential ADA actions. It is the ADA which defines the Township's responsibilities to its disabled residents and there is no language in that statute that says the Township must provide parking spaces to folks who rent from private landlords. Indeed I believe that to carve out such an exception would be bad precedent for the Township to put in place, perhaps even unconstitutional and, honestly, prejudicial to those folks who would not be covered by the exemption. Despite what I perceive as your interest in downplaying property ownership it is the property owners, which includes private landlords, who are carrying the bulk of the tax burden for the community. This is not a request to wrong a hardship. Rather, I see this as a request for a special privilege that would inappropriately benefit a small group of citizens to the detriment of everyone else.

That is not to say that I am unsympathetic to your concerns because I am. I just do not feel that the ADC, as a Township entity, should be supporting this. And I believe that if you feel the parking ban needs to be removed then you need to make your case to the Board of Selectmen and not to this Commission. The ADC is not an advocacy group. We're part of the Arlington Town government. Government is supposed to be protecting everyone's interests and not just those of a select few. I do not see the discriminatory aspect of the parking ban and I do not see it as discriminatory towards the entirety or even the majority of the Township's disabled residents.

As such, I am opposed to the ADC lending its support to this warrant issue.

Regards,

P.

Paul A. Czech, Esquire
The Law Offices of Paul A. Czech

From: Laura Kiesel [REDACTED]
Sent: Wednesday, February 27, 2019 5:16 PM
To: Paul Czech

Subject: Fwd: Warrant Article 80

Hello Paul,

I hope you're well. Someone forwarded me your response to their support of my Warrant Article, 80 in case I wanted a chance to reply. I do not believe you were at the last Disability Commission meeting, so I do not believe you had a chance to listen to me present and I am not sure you had an opportunity to look over the materials and letters of support.

I know you mentioned the Town had put the parking ban in place for a reason, likely for safety and security. For clarification, after speaking with Town authorities on this, the Town has had this ban in place from way back when it transitioned from horse and buggy to the automobile. To be clear, this ban was put in place back when the town was primarily a town of homeowners, when much less people owned cars (and we had a connecting streetcar) or needed them to survive and work, and before women had the vote. It was created in tandem with racist redlining policies that excluded lower income folks and people of color from living here. Our demographic and society have changed dramatically in the century since. Now, over 42% of the town are renters--of whom lower income and disabled people disproportionately comprise--and they are also the population which is more impacted by the ban as opposed to homeowners with private driveways.

The parking ban does not inconvenience us all equally. It inconveniences lower income and disabled people who cannot live and work here if they do not have a place for their car they need to access their jobs and medical appts. Ownership of a car is intimately and in many cases, inextricably, tied to job security and economic mobility in this country, and for many disabled people it is crucial to have a car in order to maintain functionality and manage their medical needs. As one study found, lower income people who have cars are twice as likely to have a job and four times as likely to maintain that job over the longer term and see an average annual income boost of \$7,000. They also are more likely to live in high opportunity neighborhoods--that is, with better schools, more green spaces, better health outcomes--towns like Arlington. They are also much less likely to miss medical appointments. But they cannot move here or live here if they don't have a place to park their cars. So it becomes an impediment. I know, [REDACTED] [REDACTED] I almost did not live here because the place I had did not have an off-street parking space (they lied to me about it). I almost became homeless as a result. I needed my car because my job (the only p/t job I could find that paid a competitive salary and accommodated [REDACTED] was not accessible by public transit and I needed that job to survive. I do not want others to become homeless as I almost did because of something as silly but as crucial in this Town as lack of parking.

I coordinate a tenants advocacy group here in Town, with over 60 members. Parking is the most frequently cited concern and most who have dealt with this are either lower income, disabled or both. However, some small homeowners deal with it as well. I spoke with one disabled woman who has severe mobility issues. She does not have an off-street parking space. She has to park in the municipal lot and every single day has to pay to take The RIDE to move the car from the lot by 7am and again to return it at night. She pays over \$6/day to do that, in addition to the \$365/yr for the lot. Again, she is disabled to the point where she cannot work and is on a fixed income. Can we honestly say she is not more inconvenienced than others?

This ban disproportionately impacts lower income and disabled people and prevents them from moving here or living here without an undue burden. As such, it's discriminatory. Many other disability groups agree with me, which is why we have the formal endorsements of the Disability Policy Consortium, the Boston Center for Independent Living, MassADAPT, the Arlington MA Chapter of the American Pain Assn, and our own Diversity Taskforce. I am attaching their letters of support, for you to peruse.

I also invite you to consider these articles:

<https://www.theatlantic.com/politics/archive/2014/07/how-car-ownership-helps-the-working-poor-get-ahead/431160/>

<https://www.citylab.com/transportation/2014/04/why-poor-still-need-cars/8769/>

One last issue: parking accessibility is considered a right under the Fair Housing Act. The burden of the FHA falls mostly to the landlord to try to make a space for the tenant who is handicapped upon request. However, the FHA doesn't apply to every situation. For situations where that doesn't apply, legal precedent does show municipalities can be held responsible for ensuring parking for disabled people.

I'd be glad to discuss this at further length or answer any questions you have. Again, I am attaching our letters of support. Thank you.

Sincerely,

Laura Kiesel

I also do not see this as an access issue and so I do not believe the ACD should be backing this initiative in any way. The ACD should be looking at true access issues such as the lack of real employment opportunities for people with disabilities and the inaccessibility of town government services and offices to people with visual impairments and hearing disabilities. When it comes to parking, like it is for everybody, you're on your own. I support leveling the playing field and not creating unfair advantages

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<http://twitter.com/SurvivalWriter>

From: [Swanson, David \(SEN\)](#)
To: CBongiorno@town.arlington.ma.us
Subject: (Archive Copy) Community Teamwork Inc. email
Date: Wednesday, March 20, 2019 11:53:21 AM

Here's what Justin sent to Laura this morning:

Hi Laura,

Passing along the message I received this morning for DHCD and LIHEAP:

"It looks like Community Teamwork Inc. (CTI) is waiting for a form to be filled out by the landlord. CTI has sent the form to Ms. Kiesel's landlord twice, one on 2/1/19 and the other on 2/22/19. CTI cannot complete her application without the landlord form. [REDACTED]"

[REDACTED] They suggest that the client reach out to the landlord to confirm that they received the form and ask them to complete it as soon as possible."

Hope this is helpful.

Justin

David F. Swanson

Chief of Staff & General Counsel
Office of Senator Cindy F. Friedman
State House, Room 413D
Boston, MA 02133
617.722.1432 (p)
www.cindyfriedman.org

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From: [Christine Bongiorno](#)
To: [Pamela Hallett](#)
Subject: (Archive Copy) fuel assistance-LK
Date: Wednesday, March 20, 2019 3:47:07 PM

Hi Pam,

I just got a message asking [REDACTED] There is a form that was sent to you from Community Team Works (CTI from Lowell) on behalf of Laura Kiesel that needs to be completed and sent back. I am not aware of which form or anything about this case because we are only being contacted now to assist. Are you aware of the form and if so, can you get it back to them asap. Here is the email that was received regarding the case:

"It looks like Community Teamwork Inc. (CTI) is waiting for a form to be filled out by the landlord. CTI has sent the form to Ms. Kiesel's landlord twice, one on 2/1/19 and the other on 2/22/19. CTI cannot complete her application without the landlord form."

[REDACTED] They suggest that the client reach out to the landlord to confirm that they received the form and ask them to complete it as soon as possible."

Also, as you are aware, the Human Rights Commission has received a second complaint from Ms. Kiesel against you and HCA. This came in to the Commission in November and you and I chatted briefly about it but I need to resolve this and am hoping to engage a mediator to assist. I would like to move that forward and want to make sure you are still on board with that option?

Christine

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

From: [Christine Bongiorno](#)
To: [Pamela Hallett](#)
Subject: (Archive Copy) Re: fuel assistance-LK
Date: Wednesday, March 20, 2019 4:37:23 PM

Hi Pam,
Laura did not contact me. It was sent from Senator Friedman's office for resolution. I will inform them of your need for the release. Hopefully this can be resolved ASAP.
Thanks! Christine

Sent from my iPhone

On Mar 20, 2019, at 4:11 PM, Pamela Hallett <phallett@housingcorporarlinton.org> wrote:

Christine:

Laura never gave the management company authorization to release her information. I emailed her earlier today with that information. When did Laura get in touch with you ? I see there are emails between LIHEAP, Laura and Laura and Cinthya about how to get the signed form to us.

Pam

Pamela Hallett
Executive Director
Housing Corporation of Arlington
252 Massachusetts Avenue
Arlington, MA 02474
781 859-5211
phallett@housingcorporarlinton.org

<mime-attachment>

From: [REDACTED] Kiesel
To: [Pamela Hallett](#); [Brogan, Justin \(SEN\)](#); [Christine Bongiorno](#); [REDACTED]; [REDACTED]
Subject: (Archive Copy) Re: FW: Release Form
Date: Wednesday, March 20, 2019 5:16:16 PM

Pam,

Underpayments? HCA has overcharged me at times and there is a paper trail to prove all of that, which I have shared with you repeatedly, including last year by certified mail (which I still have the receipt for and the documents I sent scanned).

Let's see: In April/May 2014, Peabody Properties insisted I owed extra money because I moved in mid-month even though Susie at the time agreed to a mid-month start date for my lease and promised me that it wouldn't lead to any extra charge. However, I was charged \$33+ for pro-rated days, which made no sense. In addition to the fact that it was wrong of her to charge for something after misinforming me, her math was wrong anyway, which even her assistant at the time acknowledged. I contested it but she wouldn't budge. I notified you of the situation, sent you the emails, you told me you thought she made an error and I should be reimbursed. Nothing ever came of it and you never responded to my follow up. It also took nearly two months to get a copy of my lease, despite numerous requests, which is illegal.

Starting in mid-July 2014 until mid-October I could not use my own bedroom most of the time including to sleep, because it was infested with wasps. This violated my Warranty of Habitability because my bedroom was uninhabitable for months. Under this warranty, I was entitled to a rent discount but HCA would not offer it to me and insisted full rent. I also spent some of my own money with Susie's approval on putting plastic on the windows and some other small things to try to deter the wasps--with Susie telling me I would be reimbursed if I offered her the receipts, which I did. I was not reimbursed. She lost the receipts and then was replaced before I could follow up. Her successor said Rommil he couldn't do anything about it. Overall, this was hundreds of dollars (rent discount I was owed +).

Overlapping this timeline, my bathroom sink pipe exploded and flooded my bathroom, damaging many of my items that HCA did not replace or reimburse me for and the pipe took over a week to replace, while HCA also did not bother doing the clean-up for the flood. That was left up to me. Shortly after, in September 2014, my bathtub pipe also broke and had to be replaced. I had to take two minute showers. It took weeks to replace--also violating my Warranty of Habitability--and also entitling me to a discount on my rent for the affect dates or reimbursement.

This Warranty has a Statute of Limitations of SIX (6) years. So I am still within my legal rights to bring it up, or the HCA to court over it all if I so choose to, as you were informed by my lawyer last year at Cambridge-Somerville legal services. I have until the end of 2020 to file suit. So perhaps you should take these things more seriously. I have a lot of email exchanges and other evidence about all of this. Thank you for your time.

Sincerely,

Laura Kiesel

On Wed, Mar 20, 2019 at 4:47 PM Pamela Hallett
<phallett@housingcorporarlinton.org> wrote:

Laura:

When was all this underpayment supposedly happen 2015 or 2016?

----- Forwarded message -----

From: Laura Kiesel [REDACTED]
To: Pamela Hallett <phallett@housingcorporarlinton.org>
Cc: "Brogan, Justin (SEN)" <Justin.Brogan@masenate.gov>, Christine Bongiorno
<CBongiorno@town.arlington.ma.us>
Bcc:
Date: Wed, 20 Mar 2019 20:38:53 +0000
Subject: Re: FW: Release Form
Pam,

Justin has been cc'd on all of these emails already. To clarify, LIHEAP insists they sent you both forms. You are insisting you did not. Both LIHEAP and HCA have made errors before on several things (such as the time HCA insisted I did not pay rent a month that I did many months before, putting the burden on me to prove I did, and then after all that effort proving I did in fact pay rent the month HCA stated I did not--which was ludicrous because I have never not paid rent on or before the day its due--did not even apologize for the accusation or the extra effort I had to undergo to disprove an accounting error on HCA's part; or the time HCA overcharged me for rent and did not ever reimburse me). I have many other times I can refer to as well for errors on the HCA's part where it did not take accountability for its errors. Either way, it was through no fault of my own that this is happening, though HCA initially tried to place the blame on me. No matter what the case was, HCA could and should have contacted me promptly when they first received the form and let me know they needed something with my signature or something was missing. It could have been handled promptly then, [REDACTED]

Sincerely,

Laura Kiesel

On Wed, Mar 20, 2019 at 4:19 PM Pamela Hallett
<phallett@housingcorporarlinton.org> wrote:

Hi Justin:

See the email below. Apparently the LIHEAP staff failed to include the tenant release authorization. Apparently they will be the entire package in the mail to HCA as required by the program.

Thank you:

Pam

Pamela Hallett

Executive Director

Housing Corporation of Arlington

252 Massachusetts Avenue

Arlington, MA 02474

781 859-5211

phallett@housingcorporarlington.org

From: Laura Kiesel [REDACTED]
Sent: Wednesday, March 20, 2019 4:09 PM
To: Mary McKenney <MMcKenney@commteam.org>
Cc: Pamela Hallett <phallett@housingcorporarlington.org>; Cinthya Cruz <CCruz@maloneyproperties.com>; Keenan, Derek (HOU) <Derek.Keenan@mahouse.gov>; Brogan, Justin (SEN) <Justin.Brogan@masenate.gov>
Subject: Re: Release Form

Hello Mary,

Okay, thank you. Can you confirm that this will not adversely impact [REDACTED]
[REDACTED]

I am concerned about being penalized for an error that was not on my part and would like to ensure that will not happen.

Sincerely,

Laura Kiesel

On Wed, Mar 20, 2019 at 3:22 PM Mary McKenney
<MMcKenney@commteam.org> wrote:

Hi Laura

It is in the LIHEAP Guidance put out by the State that the form must be mailed directly to the landlord.

I will put it in the mail today.

We always include a self-addressed stamped envelope for the landlords to return the form to CTI.

I will add my name to the return envelope so when we receive it my staff will bring it to me and I can process asap.

Thanks

Mary

From: Laura Kiesel [REDACTED]
Sent: Wednesday, March 20, 2019 3:14 PM
To: Mary McKenney <MMcKenney@commteam.org>
Cc: Pamela Hallett <phallett@housingcorporarlinton.org>; Cinthya Cruz <CCruz@maloneyproperties.com>; Keenan, Derek (HOU) <Derek.Keenan@mahouse.gov>; Brogan, Justin (SEN) <Justin.Brogan@masenate.gov>
Subject: Re: Release Form

Hello Mary,

Yes, please do that, if you can today. Is there a law that prevents you from emailing or faxing it to them? I do have concerns about it getting lost in the mail or crossed wires. I just want to make sure this delay has not adversely impacted my ability [REDACTED]
[REDACTED] Please let me know.

Thank you.

Sincerely,

Laura Kiesel

On Wed, Mar 20, 2019 at 3:07 PM Mary McKenney
<MMcKenney@commteam.org> wrote:

Hi Laura

We never received the copies (blank) of the landlord forms we sent to your landlord.

I cannot email the landlord form it must go through regular mail directly to the landlord.

I can put another one in the mail if your landlord does not have one of the copies that was sent.

Let me know if that is what you would like me to do.

Thanks

Mary

From: Laura Kiesel [REDACTED]
Sent: Wednesday, March 20, 2019 2:09 PM
To: Mary McKenney <MMcKenney@commteam.org>; Pamela Hallett
<phallett@housingcorporarlinton.org>; Cinthya Cruz
<CCruz@maloneyproperties.com>; Keenan, Derek (HOU)
<Derek.Keenan@mahouse.gov>; Brogan, Justin (SEN)
<Justin.Brogan@masenate.gov>
Subject: Re: Release Form

Hi Mary,

I am cc'ing my landlords here. They are saying they did not receive this form, only the landlord form but since they didn't see this form with my signature, they didn't know I authorized the release of my information and so sent the landlord form back to you blank. Can you please also send a scanned copy on here of the form they are supposed to fill out, so they can print it out and fill it out ASAP? Thank you.

Sincerely,

Laura Kiesel

On Wed, Mar 20, 2019 at 1:19 PM Mary McKenney
<MMcKenney@commteam.org> wrote:

Hi

I am attaching the Release Form that was sent with the Landlord Form on 2/1/19 and 2/22/19 to your landlord.

As you can see it has your signature on it.

I am not sure if what they are looking for unless they want you to sign the Landlord Form itself.

We have clients complete the Release Form to send to the landlord because otherwise we would have to have all clients come to the office and sign the original landlord form.

Please let me know if you need anything else.

They can fax or email the landlord form when completed back to CTI.

Thank you

Mary

Mary McKenney

Fuel Assistance Director

Community Teamwork

45 Kirk St., 2nd Floor

Lowell, MA. 01852

Phone: 978-654-4917

Fax: 978-458-8594



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From: [Kylee Sullivan](#)
To: [Christine Bongiorno](#)
Subject: (Archive Copy) Laura Kiesel
Date: Thursday, March 21, 2019 9:06:25 AM

Hi Christine,

As of November 2017, BOH records indicate that Laura Kiesel lives at 260 Mass Ave #9.

Please let me know if you need additional information.

Best,
KS

.....
Kylee Sullivan, MPH
Health Compliance Officer
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781) 316-3170

From: [REDACTED] Kiesel
To: Christine Bongiorno
Subject: (Archive Copy) Re: AHRC complaint follow up
Date: Tuesday, March 26, 2019 5:52:40 PM

Hello Christine,

Thanks for following up with me. I've offered all this information at length---dates, times, people involved, etc.--and spent many hours doing so--in addition to having a 90 minute in-person meeting with one AHRC person. Before I go through the enormous labor of tracking down emails and specific dates again, can you clarify to me what happened with the data?

I also wanted to clarify that it doesn't matter whether an accommodation was ultimately granted or not. Under the Fair Housing Act, there are specific guidelines as to what a landlord is and is not allowed to ask a tenant regarding one's disability status, medical documentation, etc. And so, if they violate this, they still are in violation regardless of whether they grant the accommodation. I'd gladly try to put you in touch with a disability advocate or lawyer if you need more understanding. Please let me know what has happened to all the data I provided or if the AHRC lost or disposed of it permanently before I go through the labor of providing it all again. In the meantime, here are the relevant passages to the FHA:

16. What inquiries, if any, may a housing provider make of current or potential residents regarding the existence of a disability when they have not asked for an accommodation?

Under the Fair Housing Act, it is usually unlawful for a housing provider to (1) ask if an applicant for a dwelling has a disability ...or **(2) ask about the nature or severity of such persons' disabilities.**
...

17. What kinds of information, if any, may a housing provider request from a person with an obvious or known disability who is requesting a reasonable accommodation?

...If a person's disability is obvious, or otherwise known to the provider, and if the need for the requested accommodation is also readily apparent or known, then the provider **may not** request any additional information about the requester's disability or the disability-related need for the accommodation.

8. If a disability is not obvious, what kinds of information may a housing provider request from the person with a disability in support of a requested accommodation?

A housing provider **may not ordinarily inquire as to the nature and severity of an individual's disability** (see Answer 16, above). However, in response to a request for a reasonable accommodation, a housing provider may request reliable disability-related information that (1) is necessary to verify that the person meets the Act's definition of disability (*i.e.*, has a physical or mental impairment that substantially limits one or more major life activities), (2) describes the needed accommodation, and (3) shows the relationship between the person's disability and the need for the requested accommodation....A doctor or other medical professional, a peer support group, a non-medical service agency, or a reliable third party who is in a position to know about the individual's disability may also provide verification of a disability. ***In most cases, an individual's medical records or detailed information about the nature of a person's disability is not necessary for this inquiry.***

Once a housing provider has established that a person meets the Act's definition of disability, ***the provider's request for documentation should seek only the information that is necessary to evaluate if the reasonable accommodation is needed because of a disability. Such information must be kept confidential and must not be shared with other persons unless***

they need the information to make or assess a decision to grant or deny a reasonable accommodation request or unless disclosure is required by law (e.g., a court-issued subpoena requiring disclosure).

Let me know if you have any questions or need more information. Thanks, Laura

On Tue, Mar 26, 2019 at 4:43 PM Christine Bongiorno

<CBongiorno@town.arlington.ma.us> wrote:

Good afternoon Ms. Kiesel,

I am writing on behalf of the Arlington Human Rights Commission to gather additional information regarding a complaint that you filed on November 26, 2018. I write to ask for clarification and the following additional information:

- Please provide additional information regarding any and all accommodations that you requested that your landlord did not accommodate.
- Please provide additional information about the private medical information that was forwarded, specifically, to whom was it forwarded and when did this occur?
- Please clarify the issue that you mentioned regarding the lock on the bathroom door. Has this issue been resolved? Did your landlord refuse to fix this issue once it was brought to their attention?

Thank you for your attention to this matter and I look forward to hearing back from you at your earliest convenience.

Sincerely,
Christine Bongiorno

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

--

Laura Kiesel
Freelance Writer and Editor
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<http://twitter.com/SurvivalWriter>

From: [Christine Bongiorno](mailto:Christine.Bongiorno@dheim@town.arlington.ma.us)
To: dheim@town.arlington.ma.us
Subject: (Archive Copy) Fwd: AHRC complaint follow up
Date: Tuesday, March 26, 2019 5:55:55 PM

FYI

Sent from my iPhone

Begin forwarded message:

From: Laura Kiesel [REDACTED]
Date: March 26, 2019 at 5:52:21 PM EDT
To: Christine Bongiorno <CBongiorno@town.arlington.ma.us>
Subject: Re: AHRC complaint follow up

Hello Christine,

Thanks for following up with me. I've offered all this information at length---dates, times, people involved, etc.--and spent many hours doing so--in addition to having a 90 minute in-person meeting with one AHRC person. Before I go through the enormous labor of tracking down emails and specific dates again, can you clarify to me what happened with the data?

I also wanted to clarify that it doesn't matter whether an accommodation was ultimately granted or not. Under the Fair Housing Act, there are specific guidelines as to what a landlord is and is not allowed to ask a tenant regarding one's disability status, medical documentation, etc. And so, if they violate this, they still are in violation regardless of whether they grant the accommodation. I'd gladly try to put you in touch with a disability advocate or lawyer if you need more understanding. Please let me know what has happened to all the data I provided or if the AHRC lost or disposed of it permanently before I go through the labor of providing it all again. In the meantime, here are the relevant passages to the FHA:

16. What inquiries, if any, may a housing provider make of current or potential residents regarding the existence of a disability when they have not asked for an accommodation?

Under the Fair Housing Act, it is usually unlawful for a housing provider to (1) ask if an applicant for a dwelling has a disability ...or **(2) ask about the nature or severity of such persons' disabilities. ...**

17. What kinds of information, if any, may a housing provider request from a person with an obvious or known disability who is requesting a reasonable accommodation?

...If a person's disability is obvious, or otherwise known to the provider, and if the need for the requested accommodation is also readily apparent or known, then the provider **may not** request any additional information about the requester's disability or the disability-

related need for the accommodation.

8. If a disability is not obvious, what kinds of information may a housing provider request from the person with a disability in support of a requested accommodation?

A housing provider ***may not ordinarily inquire as to the nature and severity of an individual's disability*** (see Answer 16, above). However, in response to a request for a reasonable accommodation, a housing provider may request reliable disability-related information that (1) is necessary to verify that the person meets the Act's definition of disability (*i.e.*, has a physical or mental impairment that substantially limits one or more major life activities), (2) describes the needed accommodation, and (3) shows the relationship between the person's disability and the need for the requested accommodation....A doctor or other medical professional, a peer support group, a non-medical service agency, or a reliable third party who is in a position to know about the individual's disability may also provide verification of a disability. ***In most cases, an individual's medical records or detailed information about the nature of a person's disability is not necessary for this inquiry.***

Once a housing provider has established that a person meets the Act's definition of disability, ***the provider's request for documentation should seek only the information that is necessary to evaluate if the reasonable accommodation is needed because of a disability. Such information must be kept confidential and must not be shared with other persons unless they need the information to make or assess a decision to grant or deny a reasonable accommodation request or unless disclosure is required by law (e.g., a court-issued subpoena requiring disclosure).***

Let me know if you have any questions or need more information. Thanks, Laura

On Tue, Mar 26, 2019 at 4:43 PM Christine Bongiorno

<CBongiorno@town.arlington.ma.us> wrote:

Good afternoon Ms. Kiesel,

I am writing on behalf of the Arlington Human Rights Commission to gather additional information regarding a complaint that you filed on November 26, 2018. I write to ask for clarification and the following additional information:

- Please provide additional information regarding any and all accommodations that you requested that your landlord did not accommodate.
- Please provide additional information about the private medical information that was forwarded, specifically, to whom was it forwarded and when did this occur?
- Please clarify the issue that you mentioned regarding the lock on the bathroom door. Has this issue been resolved? Did your landlord refuse to fix this issue once it was brought to their attention?

Thank you for your attention to this matter and I look forward to hearing back from you at your earliest convenience.

Sincerely,
Christine Bongiorno

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street

Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

--

Laura Kiesel
Freelance Writer and Editor
www.laurakiesel.com
<http://twitter.com/SurvivalWriter>

From: [Christine Bongiorno](#)
To: [REDACTED] [Greenfield](#)
Cc: [REDACTED] [Swanson](#); [REDACTED] [Bauer](#)
Subject: (Archive Copy) Re: AHRC Complaint by L. K.
Date: Tuesday, March 26, 2019 10:36:35 PM

Thank you Naomi. [REDACTED] I will review the additional materials tomorrow. I have reached out to a mediator who will take this case on if I can get both parties to agree. Will keep you all posted.

Christine

Sent from my iPhone

On Mar 26, 2019, at 10:26 PM, Naomi Greenfield [REDACTED] wrote:

Hi Christine,

Sorry to not get this to you sooner-- [REDACTED]
[REDACTED] The change of scenery has been good.

Here's the last exchange we had with Chris about Laura's complaint. We never responded to all her questions about the HRC being a legal entity, etc.

I'm also sharing the [REDACTED] folder on Google Drive. There are complaints from Laura in the August folder and the November folder. The email above was a dismissal of her claim from August, but then she refiled it in November with some adjustments and that is the one that we passed along to you. Chris spent SO much time with her and really didn't want to do more and no one in the Commission volunteered to take it on because, well, you know.

See what you can do, but this woman is completely unsatisfiable. I don't know what the solution is for how to deal with her.

Naomi

On Fri, Nov 16, 2018 at 10:39 AM Chris Huvos [REDACTED] wrote:

I forgot to add that I did send Lara Kiesel my personal message (see below) about her AHC complaint being declined, back on October 18th. You and I exchanged messages regarding an "Official" letter on 10/22/18 (see below). At this point I need to "recuse" myself from further work on new complaints from Laura, as she has been working on a town committee that my wife is also a member of, plus I feel that I have done all I can on her issues, even if she rewrites the complaint. It should be assessed with a fresh look by a second Commissioner. Finally at the end, I am pasting in Laura's response. I have not responded to it and was thinking that the entire Commission should discuss it first. Maybe that should be put off now until her new

complaint comes in. Chris

On Mon, Oct 22, 2018 at 10:38 AM Chris Huvos

[REDACTED] wrote:

Hi Naomi and David,

I am pasting in below the email I sent Laura Kiesel after AHRC's last meeting, followed by her lengthy response to me. I have also communicated our decision to Pam Hallett. Laura should still get the "official letter" from AHRC. Could the two of you co-sign the form-letter for this purpose and send it to her? I am copying this to Attorney Heim, as he was a consultant on this case. Thanks, Chris

From: Chris Huvos [REDACTED]

Sent: Thursday, October 18, 2018 10:50 PM

To: Laura Kiesel [REDACTED]

Subject: AHRC Complaint

Dear Laura,

The Arlington Human Rights Commission decided at its meeting on 10/17/18 that your recent complaint is not actionable as an act of discrimination against you on the basis [REDACTED].

The reason for this is that rent increases and abatements do not fall under the provisions of ADA. [REDACTED]

[REDACTED] In addition, we found no evidence that you were singled out from among other tenants for this rent increase because [REDACTED]

According to HCA records, the 2018 rent increase was 5% for all "out of pocket tenants", of which there are 13, all of whom received the same increase.

Please do not hesitate to contact me if you have any questions or if you wish to discuss this matter further.

Wishing you all the best and hoping that you will remain an active and involved Arlington resident and continue to pursue social justice issues in your profession.

Chris Huvos, Psy.D.

Commissioner

Arlington Human Rights Commission

From: Naomi Greenfield [mailto:ngreenfield@arlingtonhumanrights.org]

Sent: Monday, October 22, 2018 10:55 AM

To: Christopher Huvos

Cc: David Swanson; Arlington Human Rights Commission; Douglas Heim

Subject: Re: October Meeting Notes and To Dos

Yes, we will sign the official letter. AHRC is not a legal entity, but maybe Doug can make a recommendation as to how to respond to this recent letter from her.

-----Original Message-----

From: Laura Kiesel [mailto: [REDACTED]]
Sent: Friday, October 19, 2018 12:17 AM
To: Chris Huvos
Cc: Shaya French
Subject: Re: AHRC Complaint

Hi Chris,

Thanks for letting me know. I really appreciate the HRC's work on this.

However, my complaint was not against the rent increase itself, so it seems the decision of the HRC was based on a misunderstanding. As I clarified and repeatedly asserted in both the initial discrimination complaint form and in our subsequent in-person meeting, my complaint was regarding the repeated refusal of Pam Hallett and that of the contracting management company [REDACTED]

[REDACTED] I could not move into the apartment they were trying to pressure me into taking as an alternative to my current unit--in which case, ADA laws do then become applicable.

Additionally, requesting and mishandling sensitive medical documentation--under the guise that a rent abatement would be considered--to then share without consent and accuse me of fabricating or exaggerating [REDACTED] or using it "as an excuse"--is discriminatory. Perhaps, I was not singled out for the initial rent increase, but no other tenants that I know of had their medical documents requested and then mishandled (if a rent adjustment was not

plausible, then that should have been asserted, and HCA should not have requested them and definitely should not have mishandled them while continuing [REDACTED]

Also, I am not aware of any other individual who then received unsolicited emails from Pam Hallett for room shares [REDACTED]

[REDACTED] outside of the Housing Corporation of Arlington, urging me to leave affordable housing. If HRC is aware of other instances like this that happened to other tenants, please let me know.

Something I am wondering--is HRC a legal entity or attempting to operate as one, in order to only enforce existing laws? Is it qualified to do so? Because my confusion (and concern) lies in that both this decision and the other one regarding the classist comments on the A-list, have cited legal reasons or laws as reasons to not take certain actions on incidences. However, it's unclear to me whether the HRC has a lawyer on board or is formally consulting with lawyers or legal experts, or simply trying to interpret and apply the law as

laypeople. Can this be clarified for me? Because I know for my latter complaint I was cited "free speech" laws as the reason HRC will not take action--but as a journalist who has had to take many Constitutional law classes over the years (including a refresher just last year), the HRC decision was not based on what free speech means by legal definition (I would gladly put HRC in touch with a Constitutional lawyer to offer clarity on this).

My other concern, even if legal experts are being consulted, is that many might view the HRC as an alternative to the legal system---whether they are looking for mediation and "educational outreach" for discriminatory behavior they are on the receiving end of where the law may not technically apply or be too disenfranchising or exclusionary for them to appeal to. Our current anti-discrimination laws are extremely outdated and far from adequate.

So, if HRC is only looking to enforce the law as it exists or as they interpret it, I feel like the fallout of that, is a lot of minority demographics will not have any alternative authorities to appeal to if needed. I find it best when trying to comprehend whether or not an action is discriminatory, to consult with those groups that are staffed by representatives of those demographics and dedicated to advancing their rights and equality. To that end, I am cc'ing Shaya French of the Boston Center of Independent Living, the foremost organization in the Boston metro area working to advance the rights of disabled folks. I would urge the HRC to reach out to and partner with the BCIL to become better educated on all forms of ableism (and the intersection of ableism and classism), including those that our current laws fall short of protecting disabled folks against (Shaya could probably speak to the woeful inadequacy of the ADA, for instance).

Thanks, Laura

--

Laura Kiesel
Freelance Writer and Editor
www.laurakiesel.com
<http://twitter.com/SurvivalWriter>

From: [Pamela Hallett](#)
To: ["Christine Connolly Bonjorno"](#)
Subject: (Archive Copy) Attached is my response to the complaint by Laura Keisel to the HRC
Date: Tuesday, April 02, 2019 2:06:57 PM
Attachments: [winmail.dat](#)

Hello Christine:

See attached my response to Laura Keisel's complaint to the HRC.

Pam

Pamela Hallett
Executive Director
Housing Corporation of Arlington
252 Massachusetts Avenue
Arlington, MA 02474
781 859-5211
phallett@housingcorporarlington.org

From: [Pamela Hallett](#)
To: [Christine Bongiorno](#)
Subject: (Archive Copy) Word Doc
Date: Tuesday, April 02, 2019 3:58:11 PM
Attachments: [Position Statement on HRC complaint filed by Laura Keisel.doc](#)

Attached is the word doc.

Pamela Hallett
Executive Director
Housing Corporation of Arlington
252 Massachusetts Avenue
Arlington, MA 02474
781 859-5211
phallett@housingcorporarlington.org

From: [REDACTED] Kiesel
To: [Christine Bongiorno](mailto:Christine.Bongiorno@town.arlington.ma.us)
Subject: (Archive Copy) Re: AHRC complaint follow up
Date: Monday, April 08, 2019 1:53:34 PM

Okay, thanks.

-Laura

On Mon, Apr 8, 2019 at 1:51 PM Christine Bongiorno
<CBongiorno@town.arlington.ma.us> wrote:

Hello Laura,

No need to forward that paperwork, I have all of it on hand.

Thank you,
Christine

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

From: Laura Kiesel [REDACTED]
To: Christine Bongiorno <CBongiorno@town.arlington.ma.us>
Date: Mon, 8 Apr 2019 13:46:04 -0400
Subject: Re: AHRC complaint follow up

Hello Christine,

Thank you. I did also file the November information with the HRC at the end of that month via certified mail, though I do not know if it specified the exact date of the incident. When I still hadn't heard back from them, I submitted the paperwork in person to Naomi Greenfield at the February HRC meeting before it began when I was there to discuss the parking warrant. Do you need me to forward that paperwork (I made scanned copies)? Thank you and have a good week!

Sincerely,

Laura Kiesel

On Mon, Apr 8, 2019 at 1:22 PM Christine Bongiorno <CBongiorno@town.arlington.ma.us> wrote:
Hello Laura,

Thank you for this information. The previously submitted information is on file with the Human Rights Commission, I had treated the November complaint as a separate incident/complaint. We will be in touch within the week with a decision on the November complaint.

Thank you,

Christine

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476

(781)316-3170
www.arlingtonma.gov/hhs

From: Laura Kiesel [REDACTED]
To: Christine Bongiorno <CBongiorno@town.arlington.ma.us>
Date: Fri, 5 Apr 2019 11:30:09 -0400
Subject: Re: AHRC complaint follow up

Hello Christine,

I hope you're well. I am writing to follow up and see if you've tracked down the original documentation with the AHRC regarding the dates, times and other details of my first complaint filed last year regarding the HCA?

For the November incident: it occurred on November 14, 2018. I was locked out of my bathroom, which has a faulty lock that engages on its own (that I have mentioned in the past to the HCA and asked them to fix on several occasions). [REDACTED]

[REDACTED] My boyfriend came over and attempted to help me unlock the door and then went downstairs twice to speak to the HCA office on my behalf since I was immobile with pain.

When Pam answered the door for Erik, she asked him repeatedly: what my health issue was; what was wrong with me; why I couldn't just use their bathroom. [REDACTED]

[REDACTED] the HCA finally sent a maintenance man to unlock the bathroom. It took less than 20 seconds. But by that time, [REDACTED] The following week I asked about having the door handle replaced with one without a lock so this could not happen again [REDACTED] That was too complicated, so I asked them for a copy of the screw that unlocks the door from the outside. Nonetheless, the problem was [REDACTED] or helping me during an emergency situation grant access to my own facilities due to a door handle in disrepair for which they are responsible and liable.

As for my medical documents: I emailed copies to Pam Hallett on Thursday, March 29, 2018 as per her request to my lawyer that she'd consider a smaller rent increase [REDACTED] (I have email documents by my lawyer substantiating this).

On Friday, March 30th, in the late afternoon I hadn't heard back from her so I went by the office after calling and leaving a voicemail. Pam told me she had forwarded my SENSITIVE MEDICAL DOCUMENTATION to Michael Baldwin, the President of Maloney Properties--their contract management company. I didn't know why, but she said Michael would contact me over the weekend or Monday. On Monday, April 1, 2018, I hadn't heard from him in the late afternoon so I called him to follow up and also emailed him two doctors' letters to add to my file. He said to call him. When I did, he--among other things--told me he didn't know why he had the medical documentation because that wasn't his call (which means Pam Hallett illegally forward my medical documents). He also insisted that since the HCA offered me a cheaper studio apt on another floor in another building that was all they had to do.

While HCA does not legally have to offer me a rent decrease--it is a Fair Housing Act violation to attempt to offer an alternative (in this case an apt) that does not offer the accommodations one needs for [REDACTED]

[REDACTED]

was having with though I have been mentioning to Pam Hallett for years and one I offered written testimony about via certified mail months prior (I have the certified mail receipt and scanned copies of the files I mailed).

Again, I would like the Town to have a talk with the HCA and their staff (including contract mgt staff) over their ableist behavior and Fair Housing violations. I am going to be making a couple of Fair Housing Act accommodation requests to the HCA over the course of the next few weeks. I would like to have some comfort that I will not again be interrogated illegally [REDACTED] or treated with skepticism and scorn. So I would appreciate an efficient response to this complaint, as I first filed my initial complaint in with the AHRC in August 2018. It's now April 2019.

On a related note, I am bringing a panel series to this town starting next month on ableism that the Boston Center for Independent Living and the Disability Policy Consortium are helping sponsor. It would be good to urge the HCA staff to attend, as well as many other town staff and reps as education and understanding of disability law and etiquette is something sorely needed in this town.

I look forward to a response from you next week and an update on the HCA matter. Let me know if you have any questions. Have a great weekend!

Thanks, Laura

On Tue, Mar 26, 2019 at 5:52 PM Laura Kiesel [REDACTED] wrote:

Hello Christine,

Thanks for following up with me. I've offered all this information at length---dates, times, people involved, etc.--and spent many hours doing so--in addition to having a 90 minute in-person meeting with one AHRC person. Before I go through the enormous labor of tracking down emails and specific dates again, can you clarify to me what happened with the data?

I also wanted to clarify that it doesn't matter whether an accommodation was ultimately granted or not. Under the Fair Housing Act, there are specific guidelines as to what a landlord is and is not allowed to ask a tenant regarding one's disability status, medical documentation, etc. And so, if they violate this, they still are in violation regardless of whether they grant the accommodation. I'd gladly try to put you in touch with a disability advocate or lawyer if you need more understanding. Please let me know what has happened to all the data I provided or if the AHRC lost or disposed of it permanently before I go through the labor of providing it all again. In the meantime, here are the relevant passages to the FHA:

16. What inquiries, if any, may a housing provider make of current or potential residents regarding the existence of a disability when they have not asked for an accommodation?

Under the Fair Housing Act, it is usually unlawful for a housing provider to (1) ask if an applicant for a dwelling has a disability ...or **(2) ask about the nature or severity of such persons' disabilities. ...**

17. What kinds of information, if any, may a housing provider request from a person with an obvious or known disability who is requesting a reasonable accommodation?

...If a person's disability is obvious, or otherwise known to the provider, and if the need for the requested accommodation is also readily apparent or known, then the provider **may not** request any additional information about the requester's disability or the disability-related

need for the accommodation.

8. If a disability is not obvious, what kinds of information may a housing provider request from the person with a disability in support of a requested accommodation?

A housing provider *may not ordinarily inquire as to the nature and severity of an individual's disability* (see Answer 16, above). However, in response to a request for a reasonable accommodation, a housing provider may request reliable disability-related information that (1) is necessary to verify that the person meets the Act's definition of disability (*i.e.*, has a physical or mental impairment that substantially limits one or more major life activities), (2) describes the needed accommodation, and (3) shows the relationship between the person's disability and the need for the requested accommodation....A doctor or other medical professional, a peer support group, a non-medical service agency, or a reliable third party who is in a position to know about the individual's disability may also provide verification of a disability. ***In most cases, an individual's medical records or detailed information about the nature of a person's disability is not necessary for this inquiry.***

Once a housing provider has established that a person meets the Act's definition of disability, ***the provider's request for documentation should seek only the information that is necessary to evaluate if the reasonable accommodation is needed because of a disability. Such information must be kept confidential and must not be shared with other persons unless they need the information to make or assess a decision to grant or deny a reasonable accommodation request or unless disclosure is required by law (e.g., a court-issued subpoena requiring disclosure).***

Let me know if you have any questions or need more information. Thanks, Laura

On Tue, Mar 26, 2019 at 4:43 PM Christine Bongiorno <CBongiorno@town.arlington.ma.us> wrote:

Good afternoon Ms. Kiesel,

I am writing on behalf of the Arlington Human Rights Commission to gather additional information regarding a complaint that you filed on November 26, 2018. I write to ask for clarification and the following additional information:

- Please provide additional information regarding any and all accommodations that you requested that your landlord did not accommodate.
- Please provide additional information about the private medical information that was forwarded, specifically, to whom was it forwarded and when did this occur?
- Please clarify the issue that you mentioned regarding the lock on the bathroom door. Has this issue been resolved? Did your landlord refuse to fix this issue once it was brought to their attention?

Thank you for your attention to this matter and I look forward to hearing back from you at your earliest convenience.

Sincerely,
Christine Bongiorno

Christine Bongiorno, MPH
Director of Health and Human Services
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<http://twitter.com/SurvivalWriter>

From: [REDACTED] [Greenfield](#)
To: [Christine Bongiorno](#)
Subject: (Archive Copy) Laura Keisel complaint
Date: Sunday, April 21, 2019 10:00:44 PM

Just wanted to check in to see if Laura got a response to her complaint yet. Let me know!

Naomi

From: [Christine Bongiorno](#)
To: [REDACTED] [Kiesel](#)
Subject: (Archive Copy) Re: AHRC complaint follow up
Date: Thursday, April 25, 2019 2:23:31 PM

Ok, that is why I couldn't find it. I will look again.

Thank you,
Christine

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

From: Laura Kiesel [REDACTED]
To: Christine Bongiorno <CBongiorno@town.arlington.ma.us>
Date: Thu, 25 Apr 2019 14:21:00 -0400
Subject: Re: AHRC complaint follow up

Hi Christine,

It looks like it starts about 27 minutes in. Let me know if you can't find it. Thanks!

Sincerely,

Laura Kiesel

On Thu, Apr 25, 2019 at 2:08 PM Christine Bongiorno <CBongiorno@town.arlington.ma.us> wrote:
Thank you for sending this Laura. I tried to go to the section that you referenced and I couldn't find the part that you mentioned. Do you have a better idea of the timing of the comment?

thank you,
Christine

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

From: Laura Kiesel [REDACTED]
To: Christine Bongiorno <CBongiorno@town.arlington.ma.us>
Date: Tue, 23 Apr 2019 15:46:05 -0400
Subject: Re: AHRC complaint follow up

Hello Christine,

I hope you're well. I am writing you as this was brought to my attention today:

<https://www.facebook.com/asiakepka/videos/10219017918108840/>

It would seem at the density plan hearings last night at the Senior Center co-moderated by HCA Director Pam Hallett, my name was brought up. A resident brought it up in terms of referring to

some of the code violations and ableist treatment I've reported on with the HCA. The resident admittedly confused some details about parking issues I've spoken about in the town (regarding my parking warrant proposal that passed the BOS last month). However, Pam Hallett's rebuttal in terms of parking (I have noted that the MAPC report on parking and Pam Hallett's assertion that their are 32 spaces at Capitol Square Apts is incorrect. We have 24 spaces, not 32. And while we have a parking space surplus, it is very small) was that I have my "boyfriend parks in [their] lot." You can find this about 15-20 minutes into the video of the meeting hyperlinked above.

This is not an accurate representation of the situation. My partner and I co-share a single car (of which I am insured and registered under), and due to [REDACTED], we park it in my lot, since I use it more than he does to [REDACTED]--and we have a permit authorized by HCA. I explained to the HCA [REDACTED] and the practicality of having the car in this lot, as under the Fair Housing Act I am entitled to [REDACTED]

As far as I understand, the law does not allow landlords to disclose private information about their tenants publicly--especially if that information is misrepresented or inaccurate. [REDACTED] that grants me legal entitlement to a parking space under FHA @ Capitol Sq it seems this also is a potential Fair Housing Act violation.

Whether it rises to the level of illegality, it is at the least inappropriate and unprofessional for a landlord to discuss details of someone's tenancy in such a public forum. I thought it might be worth adding to the file as further proof of Pam Hallett's lack of regard for her tenant's privacy and misrepresentation of facts.

Let me know if you have any questions. Thank you!

Sincerely,

Laura Kiesel

On Mon, Apr 8, 2019 at 1:53 PM Laura Kiesel [REDACTED] wrote:
Okay, thanks.

-Laura

On Mon, Apr 8, 2019 at 1:51 PM Christine Bongiorno <CBongiorno@town.arlington.ma.us> wrote:

Hello Laura,

No need to forward that paperwork, I have all of it on hand.

Thank you,
Christine

Christine Bongiorno, MPH
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From: Laura Kiesel [REDACTED]
To: Christine Bongiorno <CBongiorno@town.arlington.ma.us>
Date: Mon, 8 Apr 2019 13:46:04 -0400
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Christine

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From: Laura Kiesel [REDACTED]
To: Christine Bongiorno <CBongiorno@town.arlington.ma.us>
Date: Fri, 5 Apr 2019 11:30:09 -0400
Subject: Re: AHRC complaint follow up

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When Pam answered the door for Erik, she asked him repeatedly: what my health issue was; what was wrong with me; why I couldn't just use their bathroom. [REDACTED]

[REDACTED]
[REDACTED] the HCA finally sent a maintenance man to unlock the bathroom. It took less than 20 seconds. But by that time, [REDACTED]

[REDACTED] The following week I asked about having the door handle replaced with one without a lock so this could not happen again [REDACTED] That was too complicated, so I asked them for a copy of the screw that unlocks the door from the outside. Nonetheless, the problem was [REDACTED] or helping me during an emergency situation grant access to my own facilities due to a door handle in disrepair for which they are responsible and liable.

As for my medical documents: I emailed copies to Pam Hallett on Thursday, March 29, 2018 as per her request to my lawyer that she'd consider a smaller rent increase if I could offer [REDACTED] (I have email documents by my lawyer substantiating this).

On Friday, March 30th, in the late afternoon I hadn't heard back from her so I went by the office after calling and leaving a voicemail. Pam told me she had forwarded my SENSITIVE MEDICAL DOCUMENTATION to Michael Baldwin, the President of Maloney Properties--their contract management company. I didn't know why, but she said Michael would contact me over the weekend or Monday. On Monday, April 1, 2018, I hadn't heard from him in the late afternoon so I called him to follow up and also emailed him two doctors' letters to add to my file. He said to call him. When I did, he--among other things--told me he didn't know why he had the medical documentation because that wasn't his call (which means Pam Hallett illegally forward my medical documents). He also insisted that since the HCA offered me a cheaper studio apt on another floor in another building that was all they had to do.

While HCA does not legally have to offer me a rent decrease--it is a Fair Housing Act violation to attempt to offer an alternative (in this case an apt) that does not offer the accommodations one needs [REDACTED]

[REDACTED] was having with though I have been mentioning to Pam Hallett for years and one I offered written testimony about via certified mail months prior (I have the certified mail receipt and scanned copies of the files I mailed).

Again, I would like the Town to have a talk with the HCA and their staff (including contract mgt staff) over their ableist behavior and Fair Housing violations. I am going to be making a couple of Fair Housing Act accommodation requests to the HCA over the course of the next few weeks. I would like to have some comfort that I will not again be interrogated illegally about my disability or treated with skepticism and scorn. So I would appreciate an efficient response to this complaint, as I first filed my initial complaint in with the AHRC in August 2018. It's now April 2019.

On a related note, I am bringing a panel series to this town starting next month on ableism that the Boston Center for Independent Living and the Disability Policy Consortium are helping sponsor. It would be good to urge the HCA staff to attend, as well as many other town staff and reps as education and understanding of disability law and etiquette is something sorely needed in this town.

I look forward to a response from you next week and an update on the HCA matter. Let me know if you have any questions. Have a great weekend!

Thanks, Laura

On Tue, Mar 26, 2019 at 5:52 PM Laura Kiesel [REDACTED] wrote:
Hello Christine,

Thanks for following up with me. I've offered all this information at length---dates, times, people involved, etc.--and spent many hours doing so--in addition to having a 90 minute in-person meeting with one AHRC person. Before I go through the enormous labor of tracking down emails and specific dates again, can you clarify to me what happened with the data?

I also wanted to clarify that it doesn't matter whether an accommodation was ultimately granted or not. Under the Fair Housing Act, there are specific guidelines as to what a landlord is and is not allowed to ask a tenant regarding one's disability status, medical documentation, etc. And so, if they violate this, they still are in violation regardless of whether they grant the accommodation. I'd gladly try to put you in touch with a disability advocate or lawyer if you need more understanding. Please let me know what has happened to all the data I provided or if the AHRC lost or disposed of it permanently before I go through the labor of providing it all again. In the meantime, here are the relevant passages to the FHA:

16. What inquiries, if any, may a housing provider make of current or potential residents regarding the existence of a disability when they have not asked for an accommodation?

Under the Fair Housing Act, it is usually unlawful for a housing provider to (1) ask if an applicant for a dwelling has a disability ...or **(2) ask about the nature or severity of such persons' disabilities. ...**

17. What kinds of information, if any, may a housing provider request from a person with an obvious or known disability who is requesting a reasonable accommodation?

...If a person's disability is obvious, or otherwise known to the provider, and if the need for the requested accommodation is also readily apparent or known, then the provider **may not** request any additional information about the requester's disability or the disability-related need for the accommodation.

8. If a disability is not obvious, what kinds of information may a housing provider request from the person with a disability in support of a requested accommodation?

A housing provider **may not ordinarily inquire as to the nature and severity of an individual's disability** (see Answer 16, above). However, in response to a request for a reasonable accommodation, a housing provider may request reliable disability-related information that (1) is necessary to verify that the person meets the Act's definition of disability (*i.e.*, has a physical or mental impairment that substantially limits one or more major life activities), (2) describes the needed accommodation, and (3) shows the relationship between the person's disability and the need for the requested accommodation....A doctor or other medical professional, a peer support group, a non-medical service agency, or a reliable third party who is in a position to know about the individual's disability may also provide verification of a disability. **In most cases, an individual's medical records or detailed information about the nature of a person's disability is not necessary for this inquiry.**

Once a housing provider has established that a person meets the Act's definition of disability, **the provider's request for documentation should seek only the information that is necessary to evaluate if the reasonable**

accommodation is needed because of a disability. Such information must be kept confidential and must not be shared with other persons unless they need the information to make or assess a decision to grant or deny a reasonable accommodation request or unless disclosure is required by law (e.g., a court-issued subpoena requiring disclosure).

Let me know if you have any questions or need more information. Thanks, Laura

On Tue, Mar 26, 2019 at 4:43 PM Christine Bongiorno
<CBongiorno@town.arlington.ma.us> wrote:

Good afternoon Ms. Kiesel,

I am writing on behalf of the Arlington Human Rights Commission to gather additional information regarding a complaint that you filed on November 26, 2018. I write to ask for clarification and the following additional information:

- Please provide additional information regarding any and all accommodations that you requested that your landlord did not accommodate.
- Please provide additional information about the private medical information that was forwarded, specifically, to whom was it forwarded and when did this occur?
- Please clarify the issue that you mentioned regarding the lock on the bathroom door. Has this issue been resolved? Did your landlord refuse to fix this issue once it was brought to their attention?

Thank you for your attention to this matter and I look forward to hearing back from you at your earliest convenience.

Sincerely,
Christine Bongiorno

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

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Laura Kiesel
Freelance Writer and Editor
www.laurakiesel.com
<http://twitter.com/SurvivalWriter>

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<http://twitter.com/SurvivalWriter>

From: [Julie Flaherty](#)
To: CBongiorno@town.arlington.ma.us
Subject: (Archive Copy) Fwd: meeting?
Date: Wednesday, May 01, 2019 12:32:06 PM

Begin forwarded message:

From: Laura Kiesel [REDACTED]
Date: May 1, 2019 at 11:28:07 AM EDT
To: JFlaherty@town.arlington.ma.us
Subject: meeting?

Hello Julie,

I hope you're well and having a good week so far. Louise Popkin passed along your contact email to me. We had a brief conversation at Magnolia Park a couple of weeks ago. I was wondering if you'd like to meet up somewhere in the next week or two if we can find a mutually agreeable time to discuss some of my concerns regarding the Pedrini issue? Please let know. Thank you.

Sincerely,

Laura Kiesel

--

Laura Kiesel
Writer and Editor
www.laurakiesel.com
<http://twitter.com/SurvivalWriter>

From: [Julie Flaherty](#)
To: [Christine Bongiorno](#)
Subject: (Archive Copy) Fwd: Re: police public records request
Date: Wednesday, May 01, 2019 4:10:07 PM
Attachments: [20190429132338701.pdf](#)

Christine,

To keep you in the loop on HRC Meeting, a records request was made for the police response on March 20. Please let me know if you have any questions.

Thank you.

Julie Flaherty

Acting Chief of Police
Arlington Police Department
112 Mystic Street
Arlington, Massachusetts 02474
781 316 3901

From: "Suzanne Santorelli" <SSantorelli@town.arlington.ma.us>
To: "Julie Flaherty" <JFlaherty@town.arlington.ma.us>
Date: Wed, 01 May 2019 13:05:13 -0400
Subject: Fwd: Re: police public records request

She was looking into the address of 611 Mass Ave on Wednesday, March 20th, between 7pm and 10pm. I said there was no responses for that date and time frame. Then she requested all responses.

If you have any questions please feel free to contact me.

Kind Regards,

Suzanne Santorelli

Arlington Police Department
112 Mystic Street
Arlington, MA 02474
Phone: (781) 316-3932
Fax: (781) 316-3933
www.arlingtonma.gov

CONFIDENTIALITY NOTICE: The information contained in this email and any attachment is privileged and confidential law enforcement information. If you are not the intended recipient, you are hereby notified that any disclosure, dissemination, or copying of this communication is strictly prohibited. If you have received this email in error, please call 781-316-3932 immediately. Thank you!

From: "Suzanne Santorelli" <SSantorelli@town.arlington.ma.us>
To: "Laura Kiesel" [REDACTED]
Date: Mon, 29 Apr 2019 13:37:45 -0400
Subject: Re: police public records request

Ms. Kiesel,

Attached is the list of calls you requested and its CAD reports. The medical one (Willow Ct) is not public record, therefore it is not included in this report.

If you have any questions please feel free to contact me.

Kind Regards,

Suzanne Santorelli

Arlington Police Department

112 Mystic Street

Arlington, MA 02474

Phone: (781) 316-3932

Fax: (781) 316-3933

www.arlingtonma.gov

CONFIDENTIALITY NOTICE: The information contained in this email and any attachment is privileged and confidential law enforcement information. If you are not the intended recipient, you are hereby notified that any disclosure, dissemination, or copying of this communication is strictly prohibited. If you have received this email in error, please call 781-316-3932 immediately. Thank you!

From: Laura Kiesel [REDACTED]
To: ssantorelli@town.arlington.ma.us
Date: Mon, 29 Apr 2019 13:25:10 -0400
Subject: police public records request

Hello,

We just spoke on the phone. I am hoping to get a scanned copy of all reports/records of phone calls (and any responses or follow-ups) that came into the APD on Wednesday, March 20th, between 7pm and 10pm. Thank you!

Sincerely,

Laura Kiesel

From: [Pamela Hallett](#)
To: [Christine Bongiorno](#)
Subject: (Archive Copy) RE: Affordable Housing Data Information / Hope you can help.
Date: Monday, May 06, 2019 3:40:06 PM
Attachments: [Fwd Affordable Housing Data Information Hope you can help..msg](#)

No I haven't seen this request. I am out of town as of Wednesday for a week.

Can you tell me what is happening with the Laura Keisel/ AHRC issue? She has now asked for an accommodation to install a washer and dryer in her unit. We are pricing it and will need confirmation from her doctor that this is an accommodation she needs. Standard procedure.

Pam

From: [Christine Bongiorno](#)
To: [Pamela Hallett](#)
Subject: (Archive Copy) RE: Affordable Housing Data Information / Hope you can help.
Date: Monday, May 06, 2019 3:45:17 PM

Hi Pam,

I just tried calling you back about the HRC call but it went straight to VM. We are in the process of finishing the complaint, I will send materials once it is complete. I am available today until 4 if you want to call back.

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

From: Pamela Hallett <phallett@housingcorporarlington.org>
To: Christine Bongiorno <CBongiorno@town.arlington.ma.us>
Date: Mon, 6 May 2019 19:39:58 +0000
Subject: RE: Affordable Housing Data Information / Hope you can help.

No I haven't seen this request. I am out of town as of Wednesday for a week.

Can you tell me what is happening with the Laura Keisel/ AHRC issue? She has now asked for an accommodation to install a washer and dryer in her unit. We are pricing it and will need confirmation from her doctor that this is an accommodation she needs. Standard procedure.

Pam

From: [Julie Flaherty](#)
To: CBongiorno@town.arlington.ma.us
Subject: (Archive Copy) Fwd: Mobbing and smearing oh my
Date: Wednesday, May 22, 2019 11:07:52 AM

Christine

I thought I would share this email with you. I am around all day if you would like to discuss

Begin forwarded message:

From: Laura Kiesel [REDACTED]
Date: May 22, 2019 at 10:36:54 AM EDT
To: Julie Flaherty <JFlaherty@town.arlington.ma.us>
Subject: Fwd: Mobbing and smearing oh my

Hello Julie,

I am forwarding you a message I received this morning. Are you familiar with this person, Stephen Harrington? He is a blatant racist--I've seen him call people of color disgusting slurs on Arlington Facebook pages and even threaten to blow up their homes and hurt them (which is illegal and not covered by the First Amendment, but for some reason, people just treat his threats as harmless). Someone told me last week that he's been "plotting" against me on social media and I've been the target of threats (I can't see it because I long ago blocked him on Facebook). I find it strange that he asserts he had a conversation with Pedrini yesterday and now he is suddenly sending a threatening message out to two dozen people in town. Is Pedrini aware of this? This doesn't offer me a lot of confidence in what his reinstatement implies for those of us who are more vulnerable.

I don't know if you have been aware, but some of us who have been vocal about not agreeing with Pedrini's reinstatement have been receiving harassing emails, libeled and subtly threatened by Town members. I would like to know where is the Town officials and the APD in denouncing this?

I hope this is a matter that you and the APD will be taking very seriously. As I mentioned, [REDACTED]

[REDACTED] My piece on Pedrini will be coming out in a couple of weeks, and I have a feeling my vulnerability or receipt of threats and harassment will be going up.

Thank you for your consideration.

Sincerely,

Laura Kiesel

----- Forwarded message -----

From: **Stephen Harrington** [REDACTED]
Date: Tue, May 21, 2019 at 11:04 PM
Subject: Mobbing and smearing oh my
To: [REDACTED]

I've BCC'd about two dozen people here.

Many of you are engaged in a coordinated effort to destroy a resident of Arlington; APD Pedrini.

I've never met any of you, nor had I ever met Pedrini, until today. My interaction was completely unexpected, innocent and we merely exchanged random banter completely devoid of any recent events that you *all* are obsessed with.

I have one question for each of you.

Have you ever talked to Pedrini? You, personally, about anything at all?

Have you?

I'll give you 24 hours to respond before publicly chastising, castigating and whatever the fuck you think you've been doing the past few months.

Let's see what you are made of.

--

Laura Kiesel
Freelance Writer and Editor
www.laurakiesel.com
<http://twitter.com/SurvivalWriter>

From: [Julie Flaherty](#)
To: [Christine Bongiorno](#)
Subject: (Archive Copy) Fwd: Re: Fwd: Mobbing and smearing oh my
Date: Thursday, May 23, 2019 4:37:01 PM

Christine,
Fyi, thank you for your assistance with this.

Julie Flaherty

Acting Chief of Police
Arlington Police Department
112 Mystic Street
Arlington, Massachusetts 02474
781 316 3901

From: "Julie Flaherty" <JFlaherty@town.arlington.ma.us>
To: "Laura Kiesel" [REDACTED]
Cc: "Adam Chapdelaine" <AChapdelaine@town.arlington.ma.us>
Date: Thu, 23 May 2019 16:16:08 -0400
Subject: Re: Fwd: Mobbing and smearing oh my

Good afternoon Laura,

I received your email regarding Mr. Harrington's message. Thank you for bringing this matter to our attention. Please know we take this matter very seriously.

After you contacted me, I met with Lt. Pedrini personally to further understand the circumstances preceding Mr. Harrington's message. I learned that Lt. Pedrini was eating his lunch outside his vehicle in a private parking lot on a scheduled break when he was approached unannounced by Mr. Harrington. Lt. Pedrini, who does not know Mr. Harrington personally and had never met him prior to Tuesday, indicated they engaged in a brief (less than 3 minutes) conversation regarding Mr. Harrington's child, and nothing more.

Given that this was a fleeting and superficial interaction, I believe Mr. Harrington is simply using this chance encounter to promote his own beliefs and advance his own personal agenda. In fact, in order to present his own narrative, Mr. Harrington incorrectly assumes Lt. Pedrini is an Arlington resident.

While his message is both cryptic and concerning, it does not, on its face, rise to the level of Threats to Commit Crimes per MGL c.275 §2. I consulted with the Middlesex District Attorney's Office to confirm the same. With that said, we will certainly incorporate this message into the file as you request. Beyond that, you may be eligible for a Harassment Prevention Order (Mass 258E Order). This can be sought now, or in the future, at the Third District Court located at 4040 Mystic Valley Parkway, Medford, MA 02155 during business hours. It is worth noting that as part of the 285E process, you can request a defendant have no digital contact with you.

Please do not hesitate to contact me if you have any additional questions. I am also willing to discuss this matter in person if you think that would be helpful.

Sincerely,

Julie Flaherty

Acting Chief of Police
Arlington Police Department
112 Mystic Street
Arlington, Massachusetts 02474
781 316 3901

From: Laura Kiesel [REDACTED]
To: Julie Flaherty <JFlaherty@town.arlington.ma.us>
Date: Wed, 22 May 2019 10:36:54 -0400
Subject: Fwd: Mobbing and smearing oh my

Hello Julie,

I am forwarding you a message I received this morning. Are you familiar with this person, Stephen Harrington? He is a blatant racist--I've seen him call people of color disgusting slurs on Arlington Facebook pages and even threaten to blow up their homes and hurt them (which is illegal and not covered by the First Amendment, but for some reason, people just treat his threats as harmless). Someone told me last week that he's been "plotting" against me on social media and I've been the target of threats (I can't see it because I long ago blocked him on Facebook). I find it strange that he asserts he had a conversation with Pedrini yesterday and now he is suddenly sending a threatening message out to two dozen people in town. Is Pedrini aware of this? This doesn't offer me a lot of confidence in what his reinstatement implies for those of us who are more vulnerable.

I don't know if you have been aware, but some of us who have been vocal about not agreeing with Pedrini's reinstatement have been receiving harassing emails, libeled and subtly threatened by Town members. I would like to know where is the Town officials and the APD in denouncing this?

I hope this is a matter that you and the APD will be taking very seriously. [REDACTED]

[REDACTED] My piece on Pedrini will be coming out in a couple of weeks, and I have a feeling my vulnerability or receipt of threats and harassment will be going up.

Thank you for your consideration.

Sincerely,

Laura Kiesel

----- Forwarded message -----

From: **Stephen Harrington** [REDACTED]
Date: Tue, May 21, 2019 at 11:04 PM
Subject: Mobbing and smearing oh my
To: [REDACTED]

I've BCC'd about two dozen people here.

Many of you are engaged in a coordinated effort to destroy a resident of Arlington; APD Pedrini.

I've never met any of you, nor had I ever met Pedrini, until today. My interaction was completely unexpected, innocent and we merely exchanged random banter completely devoid of any recent events that you *all* are obsessed with.

I have one question for each of you.

Have you ever talked to Pedrini? You, personally, about anything at all?

Have you?

I'll give you 24 hours to respond before publicly chastising, castigating and whatever the fuck you think you've been doing the past few months.

Let's see what you are made of.

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Laura Kiesel

Freelance Writer and Editor

www.laurakiesel.com

<http://twitter.com/SurvivalWriter>

From: [Julie Flaherty](#)
To: CBongiorno@town.arlington.ma.us
Subject: (Archive Copy) Fwd: Mobbing and smearing oh my
Date: Thursday, May 23, 2019 6:49:45 PM

Begin forwarded message:

From: Laura Kiesel [REDACTED]
Date: May 23, 2019 at 5:02:35 PM EDT
To: Julie Flaherty <JFlaherty@town.arlington.ma.us>
Cc: Adam Chapdelaine <ACHapdelaine@town.arlington.ma.us>
Subject: Re: Fwd: Mobbing and smearing oh my

Hello Julie,

Thank you for the response. I may look into the Harassment Prevention Order. Forrest Snyder forwarded me the email he received from you as well, which looks to be the same as the one I received here. There is a difference though between Erik and Forrest receiving the message and myself. Unlike them, Stephen Harrington has been targeting me specifically for several weeks on Facebook, such as with the March 14th screen shots I provided. Paul Schlichtman told me on March 11th Harrington had been targeting me online about this case, which predates these screen shots, meaning this has been ongoing for about the past month. It's difficult for me to reason that Harrington--a man who like Joe Curro just wrote today is a loose canon with no filter who never can exercise restraint when offered an opportunity to complain or target people--and who seems to have been obsessed with me specifically in the context of Pedrini's case for weeks now--would just happen Pedrini randomly and NOT bring my name up to him when afforded that opportunity. It's just not in his character. I have no doubt my name was likely brought up. As Joe Curro also wrote today, Stephen Harrington is well known in the town and has a very specific kind of reputation, so it's hard for me to also believe Pedrini doesn't know who Stephen Harrington is, at least by that reputation, or has never run into him in his 25 years at the APD. This is why I still intend to file a complaint against Pedrini to investigate further with the APD.

The MA ACLU did back up my editor's suggestion that as a journalist being threatened, this can qualify as a civil rights offense and to file a formal grievance there as well, which I am also looking into doing. In the meantime, I did file several more public records and FOIA requests today with your department. I am wondering if and when the first request will be processed. Legally, public records requests require a response in 10 days of filing, but it's been over 8 weeks (which is in my article). Please let me know.

Thank you for your consideration.

Sincerely,

Laura Kiesel

On Thu, May 23, 2019 at 4:16 PM Julie Flaherty
<JFlaherty@town.arlington.ma.us> wrote:

Good afternoon Laura,

I received your email regarding Mr. Harrington's message. Thank you for bringing this matter to our attention. Please know we take this matter very seriously.

After you contacted me, I met with Lt. Pedrini personally to further understand the circumstances preceding Mr. Harrington's message. I learned that Lt. Pedrini was eating his lunch outside his vehicle in a private parking lot on a scheduled break when he was approached unannounced by Mr. Harrington. Lt. Pedrini, who does not know Mr. Harrington personally and had never met him prior to Tuesday, indicated they engaged in a brief (less than 3 minutes) conversation regarding Mr. Harrington's child, and nothing more.

Given that this was a fleeting and superficial interaction, I believe Mr. Harrington is simply using this chance encounter to promote his own beliefs and advance his own personal agenda. In fact, in order to present his own narrative, Mr. Harrington incorrectly assumes Lt. Pedrini is an Arlington resident.

While his message is both cryptic and concerning, it does not, on its face, rise to the level of Threats to Commit Crimes per MGL c.275 §2. I consulted with the Middlesex District Attorney's Office to confirm the same. With that said, we will certainly incorporate this message into the file as you request. Beyond that, you may be eligible for a Harassment Prevention Order (Mass 258E Order). This can be sought now, or in the future, at the Third District Court located at 4040 Mystic Valley Parkway, Medford, MA 02155 during business hours. It is worth noting that as part of the 285E process, you can request a defendant have no digital contact with you.

Please do not hesitate to contact me if you have any additional questions. I am also willing to discuss this matter in person if you think that would be helpful.

Sincerely,

Julie Flaherty
Acting Chief of Police
Arlington Police Department
112 Mystic Street
Arlington, Massachusetts 02474
781 316 3901

From: Laura Kiesel [REDACTED]
To: Julie Flaherty <JFlaherty@town.arlington.ma.us>
Date: Wed, 22 May 2019 10:36:54 -0400
Subject: Fwd: Mobbing and smearing oh my

Hello Julie,

I am forwarding you a message I received this morning. Are you familiar with this person, Stephen Harrington? He is a blatant racist--I've seen him call people of color disgusting slurs on Arlington Facebook pages and even threaten to blow up their homes and hurt them (which is illegal and not covered by the First Amendment, but for some reason, people just treat his threats as harmless). Someone told me last week that he's been "plotting" against me on social media and I've been the target of threats (I can't see it because I long ago blocked him on Facebook). I find it strange that he asserts he had a conversation with Pedrini yesterday and now he is suddenly sending a threatening message out to two dozen people in town. Is Pedrini aware of this? This doesn't offer me a lot of confidence in what his reinstatement implies for those of us who are more vulnerable.

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I hope this is a matter that you and the APD will be taking very seriously. As I mentioned, [REDACTED]

[REDACTED] My piece on Pedrini will be coming out in a couple of weeks, and I have a feeling my vulnerability or receipt of threats and harassment will be going up.

Thank you for your consideration.

Sincerely,

Laura Kiesel

----- Forwarded message -----

From: **Stephen Harrington** [REDACTED]
Date: Tue, May 21, 2019 at 11:04 PM
Subject: Mobbing and smearing oh my
To: [REDACTED]

I've BCC'd about two dozen people here.

Many of you are engaged in a coordinated effort to destroy a resident of Arlington; APD Pedrini.

I've never met any of you, nor had I ever met Pedrini, until today. My interaction was completely unexpected, innocent and we merely exchanged random banter completely devoid of any recent events that you *all* are obsessed with.

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I'll give you 24 hours to respond before publicly chastising, castigating and whatever the fuck you think you've been doing the past few months.

Let's see what you are made of.

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Laura Kiesel
Freelance Writer and Editor
www.laurakiesel.com
<http://twitter.com/SurvivalWriter>

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Laura Kiesel
Freelance Writer and Editor
www.laurakiesel.com
<http://twitter.com/SurvivalWriter>

From: [Christine Bongiorno](#)
To: [Pamela Hallett](#)
Subject: (Archive Copy) tables and complaint
Date: Friday, May 24, 2019 8:51:07 AM

Good morning Pam,

I have found 6 four foot tables so far that you can use for the event, will look for additional ones next week. We can coordinate pick up and drop off closer to the event. On another note, we are finishing up the complaint investigation and Doug Heim has additional questions that we hope you can help us with:

1. Can Ms. Hallett please provide copies of the email correspondence evidencing the dates and times she offered to Ms. Kiesel circa May 2, 2018?
2. Can Ms. Hallett please provide copies of any email in which Ms. Kiesel asserted she forwarded her medical info to Mr. Baldwin?
3. Can Ms. Hallett please clarify the date in which a conversation took place about Ms. Kiesel's bathroom emergency. The Complaint was filed in November of 2018, but Ms. Hallett places the incident a month *later* in December of 2018
4. Would Ms. Hallett please provide contact information for Mr. Baldwin if no one has spoken to him yet? We should obtain a response from him about the allegations.
5. Can Ms. Hallett provide the number of disabled persons currently living in HCA property?

Thank you so much Pam. I hope you have a great long weekend,

Christine

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

From: [Julie Flaherty](#)
To: [Christine Bongiorno](#)
Subject: (Archive Copy) Re: FYI
Date: Saturday, June 01, 2019 4:28:41 PM

Thanks for passing this along.

On Jun 1, 2019, at 4:11 PM, Christine Bongiorno
<CBongiorno@town.arlington.ma.us> wrote:

I will be chatting w Naomi on Monday about a response to this.

Sent from my iPhone

Begin forwarded message:

From: Naomi Greenfield [REDACTED]
Date: June 1, 2019 at 3:29:35 PM EDT
To: CBongiorno@town.arlington.ma.us
Subject: Fwd: questions for newspaper article

Can I not comment on any of this?

Begin forwarded message:

From: "Laura Kiesel" [REDACTED]
Date: June 1, 2019 at 12:30:39 PM EDT
To: Naomi Greenfield
<ngreenfield@arlingtonhumanrights.org>, David
Swanson <dswanson@arlingtonhumanrights.org>
Subject: questions for newspaper article

Hello Naomi and David,

I hope you're well and having a wonderful weekend so far. As I may have mentioned, as you know I am a journalist working on a feature-length cover story for the Boston weekly newspaper the DIG on the Pedrini reinstatement.

Part of my article does include coverage of the protest that went down at the HRC in March and the HRC's role in this issue. I do have some questions to see if I can get comments on. Namely:

- Public records show that an HRC member called the police on the protest that took place in March outside the HRC. A week later, a Select Board member actually approached me and a group of people during the break at my parking warrant hearing to inform us that some HRC Commissioners were requesting "police protection" at future meetings because they were "terrified" of the protesters (I was falsely accused of being a protester, though I was not). Since then, there have been police present at the April and May meetings, though 4 out of the 5 meetings I previously attended in the preceding months had no police presence (and the one that did was for a very specific reason). Can you comment on this?

- What impact do you think police presence at your meetings will have on marginalized populations that are usually more targeted by police profiling, harassment and misconduct or were the focus of Pedrini's violent rhetoric?

- Additionally, the "terrified" comment seemed mostly directed specifically at a man of color, a Muslim American, from the March meeting who said he feared for his family's safety in light of Pedrini's reinstatement. What role do you think unconscious racial biases may have played in the fear of HRC members and their decision to ask for police presence at subsequent meetings? Otherwise, what motivated the solicitation of police presence when the protesters issued no threats to the HRC?

- I know that it was mentioned at last week's meeting that Somerville and Cambridge have police present at their HRC meetings. I checked and Somerville does not. Cambridge has an upper-level admin rep of the police dept attend, not an officer. Yet, both Cambridge and Somerville are sanctuary cities with binding legislation to protect their undocumented immigrant population--Arlington does not. Cambridge also has a separate Citizen Review Board that listens to concerns about police misconduct and abuse and reports to their HRC and issues responses (this was discussed at my racism panel). Cambridge also has an Immigrant Rights Commission and Immigrant Rights Liaison. They told me they have not had complaints about the police admin's presence but if they did they would reconsider his attendance. Do you care to comment again in light of this new information on police presence at the Somerville and Cambridge

HRC meetings (on a side note--both Cambridge and Somerville HRC's consider landlord-tenant issues and prioritize renter rights--another thing way it differs from AHRC)?

- Since Somerville and Cambridge HRCs were brought up, I am assuming the AHRC is hoping to emulate them in other ways as well. Is this the case? Will the AHRC be advocating for a binding Trust Act, A Citizen Review Board of its police dept, and an immigrant rights and fair housing sub-committee that focuses on renters' rights--particularly POC, low income and disabled folks?

- What is the HRC doing to ensure they are reaching out to and prioritizing the needs of vulnerable populations here in Arlington in general and in the aftermath of Pedrini's reinstatement?

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- I heard that several POC did not get to speak the other night. How do these procedural changes account for and accommodate marginalized people like disabled and low income folks that the HRC serves who may not be able to stay or attend late evening meetings? Who decided this procedural change and was it done by a vote? In what other ways does the HRC make itself available to such populations?

(BOS and School Superintended meetings allow public comment period always in the very beginning, and though there is a 3-min cut-off per person--with some flexibility offered for accommodations on a per person basis--there is no threshold and public comment is allowed to run its course).

Please let me know if you can answer any of these questions. Thank you for your consideration.

Sincerely,

Laura Kiesel

--

Laura Kiesel
Freelance Writer and Editor

www.laurakiesel.com
<http://twitter.com/SurvivalWriter>

From: [Christine Bongiorno](#)
To: ifeeney@town.arlington.ma.us
Subject: (Archive Copy) Fwd: questions for newspaper article
Date: Monday, June 03, 2019 7:13:41 AM

Sent from my iPhone

Begin forwarded message:

From: Naomi Greenfield [REDACTED]
Date: June 1, 2019 at 3:29:35 PM EDT
To: CBongiorno@town.arlington.ma.us
Subject: Fwd: questions for newspaper article

Can I not comment on any of this?

Begin forwarded message:

From: "Laura Kiese" [REDACTED]
[REDACTED]
Date: June 1, 2019 at 12:30:39 PM EDT
To: Naomi Greenfield
<ngreenfield@arlingtonhumanrights.org>, David Swanson
<dswanson@arlingtonhumanrights.org>
Subject: questions for newspaper article

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been police present at the April and May meetings, though 4 out of the 5 meetings I previously attended in the preceding months had no police presence (and the one that did was for a very specific reason). Can you comment on this?

- What impact do you think police presence at your meetings will have on marginalized populations that are usually are more targeted by police profiling, harassment and misconduct or were the focus of Pedrini's violent rhetoric?

- Additionally, the "terrified" comment seemed mostly directed specifically at a man of color, a Muslim American, from the March meeting who said he feared for his family's safety in light of Pedrini's reinstatement. What role do you think unconscious racial biases may have played in the fear of HRC members and their decision to ask for police presence at subsequent meetings? Otherwise, what motivated the solicitation of police presence when the protesters issued no threats to the HRC?

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Please let me know if you can answer any of these questions. Thank you for your consideration.

Sincerely,

Laura Kiesel

--

Laura Kiesel
Freelance Writer and Editor
www.laurakiesel.com
<http://twitter.com/SurvivalWriter>

From: [Adam Chapdelaine](#)
To: [Christine Bongiorno](#); JFlaherty@town.arlington.ma.us
Subject: (Archive Copy) Re: FYI
Date: Monday, June 03, 2019 9:03:48 AM

Thank you.

Adam W. Chapdelaine
Town Manager
Town of Arlington
730 Massachusetts Avenue
Arlington, MA 02476
(781) 316-3010

From: "Christine Bongiorno" <CBongiorno@town.arlington.ma.us>
To: <achapdelaine@town.arlington.ma.us>, <JFlaherty@town.arlington.ma.us>
Date: Sat, 1 Jun 2019 16:10:56 -0400
Subject: FYI

I will be chatting w Naomi on Monday about a response to this.

Sent from my iPhone

Begin forwarded message:

From: Naomi Greenfield <naomigreenfield@gmail.com>
Date: June 1, 2019 at 3:29:35 PM EDT
To: CBongiorno@town.arlington.ma.us
Subject: Fwd: questions for newspaper article

Can I not comment on any of this?

Begin forwarded message:

From: "Laura Kiesel" [REDACTED]
Date: June 1, 2019 at 12:30:39 PM EDT
To: Naomi Greenfield <ngreenfield@arlingtonhumanrights.org>, David Swanson <dswanson@arlingtonhumanrights.org>
Subject: questions for newspaper article

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Please let me know if you can answer any of these questions. Thank you for your consideration.

Sincerely,

Laura Kiesel

--

Laura Kiesel
Freelance Writer and Editor
www.lurakiesel.com
<http://twitter.com/SurvivalWriter>

From: [Christine Bongiorno](#)
To: [Julie Flaherty](#)
Subject: (Archive Copy) Re: police public records request
Date: Monday, June 03, 2019 10:40:58 AM

Thank you so much.

Sent from my iPhone

On Jun 3, 2019, at 10:08 AM, Julie Flaherty <JFlaherty@town.arlington.ma.us> wrote:

Christine,
There was nothing in our records indicating that police were responding to a protest on March 20.
Thank you.

Julie Flaherty
Acting Chief of Police
Arlington Police Department
112 Mystic Street
Arlington, Massachusetts 02474
781 316 3901

From: "Suzanne Santorelli" <SSantorelli@town.arlington.ma.us>
To: "Julie Flaherty" <JFlaherty@town.arlington.ma.us>
Date: Mon, 03 Jun 2019 09:37:24 -0400
Subject: Fwd: Re: police public records request

Hello Chief,
Cheryl said you wanted this response. It was from my email.

Thank you so much.

If you have any questions please feel free to contact me.

Kind Regards,
Suzanne Santorelli
Arlington Police Department
112 Mystic Street
Arlington, MA 02474
Phone: (781) 316-3932
Fax: (781) 316-3933
www.arlingtonma.gov

CONFIDENTIALITY NOTICE: The information contained in this email and any attachment is privileged and confidential law enforcement information. If you are not the intended recipient, you are hereby notified that any disclosure, dissemination, or copying of this communication is strictly prohibited. If you have received this email in error, please

call 781-316-3932 immediately. Thank you!

From: "Suzanne Santorelli" <SSantorelli@town.arlington.ma.us>
To: "Laura Kiesel" [REDACTED]
Date: Mon, 29 Apr 2019 13:37:45 -0400
Subject: Re: police public records request

Ms. Kiesel,
Attached is the list of calls you requested and its CAD reports. The medical one (Willow Ct) is not public record, therefore it is not included in this report.

If you have any questions please feel free to contact me.

Kind Regards,
Suzanne Santorelli
Arlington Police Department
112 Mystic Street
Arlington, MA 02474
Phone: (781) 316-3932
Fax: (781) 316-3933
www.arlingtonma.gov

CONFIDENTIALITY NOTICE: The information contained in this email and any attachment is privileged and confidential law enforcement information. If you are not the intended recipient, you are hereby notified that any disclosure, dissemination, or copying of this communication is strictly prohibited. If you have received this email in error, please call 781-316-3932 immediately. Thank you!

From: Laura Kiesel [REDACTED]
To: ssantorelli@town.arlington.ma.us
Date: Mon, 29 Apr 2019 13:25:10 -0400
Subject: police public records request

Hello,

We just spoke on the phone. I am hoping to get a scanned copy of all reports/records of phone calls (and any responses or follow-ups) that came into the APD on Wednesday, March 20th, between 7pm and 10pm. Thank you!

Sincerely,

Laura Kiesel

<20190429132338701.pdf>

From: [Christine Bongiorno](#)
To: [Jim Feeney](#)
Subject: (Archive Copy) Email response
Date: Monday, June 03, 2019 11:35:33 AM
Attachments: [LKemailresponse060319.docx](#)

See attached. My responses are in blue. I have no clue how to even respond to some of the questions/statements.

CB

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

From: [Christine Bongiorno](#)
To: [Pamela Hallett](#)
Subject: (Archive Copy) Fwd: RE: complaint
Date: Monday, June 03, 2019 12:29:38 PM

Hi Pam,

When you have a minute can you gather the following info listed below? Thank you, Christine

- <!--[if !supportLists]-->1. <!--[endif]-->Can Ms. Hallett please provide copies of the email correspondence evidencing the dates and times she offered to Ms. Kiesel circa May 2, 2018?
- <!--[if !supportLists]-->2. <!--[endif]-->Can Ms. Hallett please provide copies of any email in which Ms. Kiesel asserted she forwarded her medical info to Mr. Baldwin?
- <!--[if !supportLists]-->3. <!--[endif]-->Can Ms. Hallett please clarify the date in which a conversation took place about Ms. Kiesel's bathroom emergency. The Complaint was filed in November of 2018, but Ms. Hallett places the incident a month *later* in December of 2018
- <!--[if !supportLists]-->4. <!--[endif]-->Would Ms. Hallett please provide contact information for Mr. Baldwin if no one has spoken to him yet? We should obtain a response from him about the allegations.
- <!--[if !supportLists]-->5. <!--[endif]-->Can Ms. Hallett provide the number of disabled persons currently living in HCA property?

From: [Pamela Hallett](#)
To: [Christine Bongiorno](#)
Subject: (Archive Copy) Cover letter and emails and other documentation requested
Date: Tuesday, June 04, 2019 1:40:57 PM
Attachments: [Attachment #1 to second response to HRC 5-29-2019.pdf](#)
[Attachment #2 to second response to HRC 5-30-2019.pdf](#)
[Work Order for L Keisel bathroom door locked.pdf](#)
[Final lrt to Chritine re Human Rigths Commission complaint.pdf](#)

Hi Christine:

Please find my cover letter and the requested documentation to support my original response to the Human Rights Commission letter.

Pam

Pamela Hallett
Executive Director
Housing Corporation of Arlington
252 Massachusetts Avenue
Arlington, MA 02474
781 859-5211
phallett@housingcorporarlington.org

From: [Christine Bongiorno](#)
To: [Douglas Heim](#)
Subject: (Archive Copy) Fwd: Cover letter and emails and other documentation requested
Date: Tuesday, June 04, 2019 1:57:44 PM
Attachments: [Attachment #1 to second response toHRC 5-29-2019.pdf](#)
[Attachment #2 to second response toHRC 5-30-2019.pdf](#)
[Work Order for L Keisel bathroomdoor locked.pdf](#)
[Final lrt to Chritine re HumanRights Commission complaint.pdf](#)

Hi Doug,

Attached are the documents that you need.

Thank you,
Christine

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

From: Pamela Hallett <phallett@housingcorparlington.org>
To: Christine Bongiorno <CBongiorno@town.arlington.ma.us>
Date: Tue, 4 Jun 2019 17:40:39 +0000
Subject: Cover letter and emails and other documentation requested

Hi Christine:

Please find my cover letter and the requested documentation to support my original response to the Human Rights Commission letter.

Pam

Pamela Hallett
Executive Director
Housing Corporation of Arlington
252 Massachusetts Avenue
Arlington, MA 02474
781 859-5211
phallett@housingcorparlington.org

From: [Christine Bongiorno](#)
To: [REDACTED]
Subject: (Archive Copy) Complaint
Date: Monday, June 17, 2019 11:15:28 AM
Attachments: [LKfinding061719.docx](#)

Hi Naomi,

Here is the draft complaint response. As discussed, I would like to work with one commissioner to have them issue it.

Thank you,
Christine

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

From: [Christine Bongiorno](#)
To: [REDACTED]
Cc: [REDACTED] [greenfield](#); [REDACTED] [Swanson](#); ahrc@town.arlington.ma.us
Subject: (Archive Copy) Final Kiesel Complaint Findings
Date: Friday, June 21, 2019 10:37:44 AM
Attachments: [FINALkieselNov2018complaint.pdf](#)

Nick,

Attached is the final report on the November 2018 Laura Kiesel v Housing Corp complaint.

Please send this directly from you. Please let me know if you have any questions or concerns.

Thank you,

Christine
[REDACTED]

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

From: [Christine Bongiorno](mailto:Christine.Bongiorno@dheim@town.arlington.ma.us)
To: dheim@town.arlington.ma.us
Subject: (Archive Copy) Fwd: rent raise appeal inquiry
Date: Wednesday, June 26, 2019 5:52:31 PM

Sent from my iPhone

Begin forwarded message:

From: Laura Kiesel [REDACTED]
Date: June 26, 2019 at 5:29:27 PM EDT
To: Christine Bongiorno <CBongiorno@town.arlington.ma.us>, Andy Forman <aforman@bostoncil.org>, Sean Garballey <Sean.Garballey@mahouse.gov>, Betsy Carlton-Gysan [REDACTED]
Subject: Fwd: rent raise appeal inquiry

Hello Christine,

I received the AHRC ruling on the HCA. There are several inaccuracies in this piece, for which I offered written documented evidence. On page 4 of the decision, it states: "Respondent's files from 2014 through 2017 indicated that Complainant specifically acknowledged in writing [REDACTED] Respondent further denies that receiving correspondence, let alone multiple forms of correspondence with respect to the [REDACTED] prior to March 2018 when the proposed rent increase was presented and Complainant retained I representation."

Where is this documentation that supposedly exists in writing where I explicitly claim I do not have a disability?

I had forwarded the HRC email correspondences dated March 2017 (A full year before they claim I never mentioned disability) where I brought it to their attention. I had forwarded all of this to the AHRC rep Chris Huvos who handled my case at the time. I cc'd my representative Sean Garballey on those emails [REDACTED]

[REDACTED] s you can see in the forwarded message below.

Furthermore, in February 2018 I had a string of emails with them where [REDACTED] and was repeatedly ignored, including when I mentioned it was one of the main reasons I could not move to another apartment. When failed to answer those emails (which I had also forwarded to the AHRC) [REDACTED] via certified mail, which they received February 2018 (for which I still have the post office receipt along with the email showing the scanned copy of the typed letter I included, also both offered to the AHRC). It was still ignored for several weeks. Also, where are all the emails that included my lawyer to Pam about their agreement that [REDACTED]

[REDACTED] ?

These are just some examples. There are more. And I have WRITTEN email records about them. I would like to know why the Town and the AHRC are pretending documents that I have offered with clear dates and correspondences, do not exist, despite repeatedly supplying them with the paperwork?

At this point, I would like to meet and discuss in person, because I want to understand why these documents are not being considered. I want a direct answer with you or a representative looking me in the eyes and telling me why they were not admitted into the evidence. Thank you.

Sincerely,

Laura Kiesel

----- Forwarded message -----

From: **Laura Kiesel** [REDACTED]
Date: Thu, Mar 9, 2017 at 10:28 AM
Subject: rent raise appeal inquiry
To: Pamela Hallett <phallett@housingcorporarlinton.org>, <aforman@bostoncil.org>
Cc: Sean Garballey <Sean.Garballey@mahouse.gov>, Rosenberry, John (HOU) <john.rosenberry@mahouse.gov>

Hello Pam,

I hope you're having a good week.

I recently received a letter in the mail informing me that starting April 1st, my rent will be raised from \$1,014 to \$1,039 per month--a \$25/mo increase (or \$300/yr). I realize this is a relatively minor increase, but it is still one that will incur a serious hardship for me. Since moving into Capitol Square apartments three years ago, my economic situation has changed significantly. [REDACTED]

[REDACTED] I now pay almost all of my monthly income toward rent.

I did speak to Cynthia about this, but she told me there is no recourse and everyone else in the complex will be getting a similar rent raise. Yet, it seems many/most are either on a MRVP or Section 8 voucher and so do not pay more than approximately 30-40% of their monthly income to rent. As someone who pays well more than 50% of my monthly income (it's about 90-100%) to rent, I am already extremely rent burdened.

I am wondering if there is any way to appeal the rent raise on the basis of extenuating circumstances [REDACTED]

[REDACTED] I am also cc'ing my Representative Sean Garballey and his legislative aide, John Rosenberry, who are aware of the situation and I believe have been in touch with the HCA about it.

Please let me know if there is an appeal process to avoid a rent increase at this time and if so, how to proceed. Thank you!

Sincerely,

Laura Kiesel

--

Laura Kiesel
Freelance Writer and Editor
www.laurakiesel.com
<http://twitter.com/SurvivalWriter>

Pamela

Hallett <phallett@housingcorporarlinton.org> Thu, Mar 9, 2017,
5:28 PM



to **Cinthya, Michael**, me



Hi Laura:

HCA can't subsidize people, we are barely making cash flow as it is. If we could, we would.

Is there a possibility of increasing your income or receiving rental subsidy? Have you ever signed up for a section 8 certificate? Perhaps you should meet with Rita Shah, our social worker, to evaluate your options. She might be able to get you into an Arlington Housing Authority unit

Rita is in on Tuesdays and Thursdays, her number is 781 859-5164.

--

Laura Kiesel

Mar 9, 2017, 5:03 PM



Hello Pam,

Thank you for clarifying. I was basing my assumption on the fact that everyone I have spoken to in my building, claims to be on a voucher, and something Susie said to me when I first moved in and inquired about vouchers, so my impression was anecdotal. However, I am asking for an appeal based on extenuating circumstances. Also, I paid full rent for an extended length of time while a substantial portion of my unit was uninhabitable due to an insect infestation, despite numerous attempts at discourse about the illegality of my situation and inquiries about recouping expenses. The repeated dismissals about the significant expenditure of my emotional/physical health, safety, money and state-protected rights to a habitable apt made me feel then--as I do now--disregarded and dehumanized.

Regards,

Laura Kiesel

--

Laura Kiesel
Freelance Writer and Editor
www.laurakiesel.com
<http://twitter.com/SurvivalWriter>

From: [Julie Flaherty](#)
To: [Christine Bongiorno](#)
Subject: (Archive Copy) Fwd: Update (Fwd: Re: the petition is moving along nicely)
Date: Thursday, June 27, 2019 4:26:27 PM

Julie Flaherty

Acting Chief of Police
Arlington Police Department
112 Mystic Street
Arlington, Massachusetts 02474
781 316 3901

From: "Jenny Raitt" <JRaitt@town.arlington.ma.us>
To: "Adam Chapdelaine" <AChapdelaine@town.arlington.ma.us>, "Julie Flaherty" <JFlaherty@town.arlington.ma.us>
Date: Tue, 25 Jun 2019 11:28:03 -0400
Subject: Fwd: Update (Fwd: Re: the petition is moving along nicely)

Jennifer Raitt
Director, Department of Planning and Community Development
Town of Arlington
730 Massachusetts Avenue
Arlington, Massachusetts 02476
781-316-3092

From: "Kelly Lynema" <KLynema@town.arlington.ma.us>
To: "Jenny Raitt" <JRaitt@town.arlington.ma.us>
Date: Tue, 25 Jun 2019 08:20:03 -0400
Subject: Update (Fwd: Re: the petition is moving along nicely)

Hi Jenny,

Just wanted to give you a heads up on the first response below in case you wanted to bring it to the attention of Adam Chapdelaine and Chief Flaherty. It sounds like there may be a WBUR story on this; I would hope that Jerome Campbell would reach out to Adam and Julie beforehand to get their response, but they may appreciate knowing that the call and/or story is coming.

Thanks,

Kelly

Kelly Lynema
Senior Planner
Department of Planning and Community Development
Town of Arlington
direct: 781-316-3096
klynema@town.arlington.ma.us

From: Katell Guelled [REDACTED]
To: Betty Stone [REDACTED]
Cc: Betsy Carlton-Gysan [REDACTED] "Louise B. Popkin"
[REDACTED] Laura Kiesel [REDACTED] Lynette
[REDACTED] Erik Pohl [REDACTED] Michaiah
<diversitytaskgrouparl@gmail.com>, Marta Flanagan <marta@firstparish.info>, Lynette
Culverhouse [REDACTED] Mary Fusoni <[REDACTED]> Dray Elizabeth
[REDACTED] Kelly Lynema <KLynema@town.arlington.ma.us>, Mark Davila
[REDACTED] Rajeev Soneja [REDACTED]
"robin.gottlieb" [REDACTED] Ramona G [REDACTED]
Date: Mon, 24 Jun 2019 16:17:05 -0400
Subject: Re: the petition is moving along nicely

Hi all,

I emailed Jerome Campbell today, the WBUR reporter who has done some stories on the Pedrini case. He responded right away and I chatted briefly with him (off the record) after touching base with Michaiah.

Jerome is interested in following up coverage on this story. I told him that I would touch base with you all and get back to him. So questions for this group are:

1. Do we think it's helpful at this stage to have someone from our group talk on the record with him?
2. If so, who is the best person?
3. He is specifically interested in:
 1. How did the meeting go between Adam and Julie and the DTG?
 2. How do we feel things have been going with the process since then?
 3. How was the petition we are circulating created? Can we talk more about the specific goals on the petition?
 4. Could we alert Jerome a few days before we deliver the petition?

Hope this is helpful.

-Katell

On Mon, Jun 24, 2019 at 1:06 PM Betty Stone [REDACTED] wrote:
Neither have I.
betty

Betty J. Stone
99 Harlow Street
Arlington MA 02474
[REDACTED]

On Monday, June 24, 2019, 12:56:34 PM EDT, Betsy Carlton-Gysan
[REDACTED] wrote:

I haven't heard anything yet

On Mon, Jun 24, 2019 at 12:10 PM Katell Guelled [REDACTED] wrote:
Has anyone heard from Adam's assistant about setting up times to meet with Stacie Smith?

Before I email him back to inquire, I wanted to check. Thanks!

On Sat, Jun 22, 2019 at 10:50 AM Louise B. Popkin <[REDACTED]> wrote:

If we're talking about the issue due out acweek from this coming Thurs., I can probably do one, have been wanting to follow up on yr article, esp what you uncovered with yr FOIA request and the implications for our safety. I probably can find a way to work in the petition, as it contains a request that he be kept on desk duty.

The submission I've been working on for the poetry anthology (Uruguayan & Argentine women in translation) is due in another week, and my poet is again within skyping distance, so have to give priority to wrapping that up before moving on to this. Let me know.

L

Sent from my iPad

Note new email address: [REDACTED]

On Jun 22, 2019, at 11:40, Laura Kiesel [REDACTED] wrote:

I think it would be great to get a round of letters to the editor out for next week's issue of the Advocate, that points to this petition. I already have 2-3 people committed to send one out for this week. LTES are due early Monday mornings and have to be relatively short (400 words or under)--just a paragraph or two. If anyone is interested, I'd be glad to send details or assist.

Thanks, Laura

On Sat, Jun 22, 2019 at 8:33 AM Lynette [REDACTED] wrote:

Here it is Betty, thanks.

CALL TO ACTION: Please sign the petition (<https://forms.gle/gS8tbfT31zJsnjGA>) created in response to last week's [article on Arlington's police problem](http://bit.ly/31vZjTX) (<http://bit.ly/31vZjTX>) If you prefer to watch a video to get up to speed, the author was also on cable news this week. (bit.ly/2FBzmcD) Thanks for engaging in this important issue!

Best, Lynette

CALLS TO ACTION

1) **Sign the petition and locate allies.** If you know any local leaders, town meeting members, organizations, social justice groups (not just in Arlington but in MA) please forward [this petition](#) along. Arlington residents please contact your [town meeting members](#).

If you can only do one thing please sign and circulate [the petition](#).

If you are inclined to do more see some other calls to action below.

2) **Reach out to your local leaders and demand action.** Aside from your town meeting members, you can send emails to the Town Manager, the Acting Chief of Police, Select Board Members and/or the Human Rights Commission.

- ***Town Manager:***
Adam Chapdelaine <achapdelaine@town.arlington.ma.us>
- ***Acting Chief of Police:***
Julie Flaherty <JFlaherty@town.arlington.ma.us>
- ***Professional Standards Division APD:***
Captain Richard Flynn <rflynn@town.arlington.ma.us>
- ***Select Board Members:***
Joe Curro <JCurro@town.arlington.ma.us>
Steve DeCoursey <SDeCoursey@town.arlington.ma.us>
Dan Dunn <DDunn@town.arlington.ma.us>
John Hurd <JHurd@town.arlington.ma.us>
Diane Mahon <DMahon@town.arlington.ma.us>
- ***Human Rights Commission***
ahrc@town.arlington.ma.us

3) **Contact media outlets.**

We need to put a spotlight on this problem in Arlington, therefore media needs to be pressured to give the issue more attention. Please consider emailing the following contacts that have expressed interest in either this case or other restorative justice stories.

daniel.mcdonald@globe.com
Christopher.Gavin@boston.com
jcollings@wickedlocal.com
alex.newman@patch.com
jrcampbe@bu.edu
scroteau@masslive.com
bmohl@massinc.org
newstip@globe.com
wburnews@wbur.org

4) **Write a Letter to the Editor.**

- **Arlington Advocate** - Email arlington@wickedlocal.com by

early Monday morning.

Can't exceed 400 words. The subject line, should include "
Letter to the editor: subject
(i.e. "Arlington police and restorative justice")"

- [Your Arlington](#)
- [Boston Globe Oped](#)
- [Boston Globe Letter to the Editor](#)
- Bay State Banner - news@bannerpub.com
- Boston Magazine - editor@bostonmagazine.com

5) **Contact the MA Police Association** and ask that Lt Pedrini be let go completely from there as well, since they published these articles (it then becomes a statewide issue and more state organizations have cause to become involved).

<http://www.masspolice.com/contact/>

On Sat, Jun 22, 2019, 8:18 AM BJS [REDACTED] wrote:

Is there an attachment with the final petition that I missed? Or are you posting it online? Is online, where is it? I'd like to help get signatures - apologies for my lack of skill here, or knowledge of where it is!

Thanks,
Betty

Sent from my iPhone

On Jun 22, 2019, at 4:37 AM, Erik [REDACTED] wrote:

Excellent. Thank you for your hard work here.

Erik

On Fri, Jun 21, 2019 at 11:59 PM Lynette [REDACTED] wrote:

We have over a hundred signatures already and Friday afternoon is the worst day I could have sent it out so I expect we should be able to at least triple that next week, Please got out to your networks.

Dear Town Manager Chapdelaine and Acting Chief Flaherty,

We the undersigned, residents of Arlington and surrounding communities, are writing in response to concerns over the manner in which the restorative justice process provided to Lt. Rick Pedrini was conducted. A lack of transparency and a failure to effectively reach out to harmed individuals in the community has damaged the community's faith and trust in the Arlington Police Department.

We are requesting the following actions from the Town of Arlington:

- *Develop and announce a plan for repairing community trust by November 1, 2019.

- *Restrict Lt. Pedrini to desk duty while this plan is developed.

- *Work with an impartial, racially diverse, third-party organization to conduct a review of the APD and assess the presence of bias within the department.

- *Based on the assessment findings and third-party recommendations, develop a plan for ongoing cultural competency and anti-racism training within APD.

- * Develop a plan for the establishment of a racially and class diverse Civilian Review Board.

Respectfully,

Council on American-Islamic Relations - Mass. (CAIR-MA)

National Lawyers Guild-Mass Chapter

Alice Trexler

Alisa Conner

Andrew Kobayashi

Anne Doyle

Anne Goodwin

Arun Sannuti

Ashia Ray

Barbara Dougan

Beth McKay

Cathy Pedersen

Claire Johnson

Clarissa Rodriguez

Cori Smith

Elizabeth Rocco

Inae Hwang

Janet Ambrogne

Jennifer Kroll

John Crawford

Joyce Pearson

Laura Gitelson

Laura Kiesel

Louise B. Popkin

Lynette Culverhouse

Lynette Martyn

Manisha Sharma

Marta Flanagan

Mary Beth Wilkes

Mary Fusoni
Maureen McCormick
Melanie Brown
Michael Ratner
Molly K. Johnson
Monica Stein
Patty Shepard
Pietra Check
Rachel Ostrow
Rajeev Soneja
Rebecca Bell
Rebecca Lambert
Rebecca Persson
Saskia Oosting
Scott Samenfeld
Serena Bray
Shaileen Pokress
Sharon Shaloo
Tobias Kahan
Toni Passano

Signers of prior draft to be submitted with the original wording:

Akeem Mattis
Amy Yeager
April Evans
Ben Wasserman
Beth Soltzberg
Caroline Murray
Cecile Reve
Chi-Yun Lau
Cornelia van der Ziel
Curtis
Cynthia Simmons
Dana Black
Dana Simon
David Schreiber
Donn Wheeler
Donna Savicki
Freda Flammer
Gloria Legvold
Jacqui Gross
Janet Nelson
Jennifer Litowski
Jodi Auerbach
Joyce Lin
Karen Blumenfeld
Karen Gruber
Katell Guellec
Kathryn Dodgson
Kaye F Nash
Kelly Schlabach
Kim Holt
Lauren Gibbs
Linda Clark
Linda Magram
Lindsay Sabadosa, State Representative 1st Hampshire

Lois Ahrens
Marcia Hutchinson
Marguerite Levin
Meck Groot
My Ngoc To
Naomi Bailis
Nicole Gardner
Original names
Rachel Maiore
Raegan McCain
Richa Gawande
Robin Bergman
Sandra Thompson
Sarah Mraz
Silvia Dominguez
Susan Jhirad
Susan Kuder
Tania Mireles
Tyler Kemp-Benedict
Vanessa Steck

Note: The wording of this petition was updated on 6/21 to make it shorter and strengthen the call to action. If you signed prior to 6/21 your signature will be submitted with the prior wording. If you would like to be added to this revised petition please resubmit. Thank you.

--

Laura Kiesel
Freelance Writer and Editor
www.lurakiesel.com
<http://twitter.com/SurvivalWriter>

--

Betsy Carlton-Gysan



[LinkedIn](#)

From: [Christine Bongiorno](#)
To: [Pamela Hallett](#)
Subject: (Archive Copy) complaint decision
Date: Friday, June 28, 2019 9:02:08 AM
Attachments: [FINALkieselNov2018complaint.pdf](#)

Dear Pam,

Attached is the final complaint decision. The complaint has been issued by Commissioner Minton.

Thank you,

Christine

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

From: [Christine Bongiorno](#)
To: [\[REDACTED\] Carlton-Gysan](#); [\[REDACTED\] Carney](#); [\[REDACTED\] Horowitz](#); [\[REDACTED\] Bauer](#); [\[REDACTED\] Fontanez](#); [\[REDACTED\] Minton](#); [\[REDACTED\] Grossman](#); [\[REDACTED\] Baron](#); [Arlington Human Rights Commission](#)
Subject: (Archive Copy) AHRC complaint decision
Date: Friday, June 28, 2019 9:15:51 AM
Attachments: [FINAL kieselNov2018complaint.pdf](#)

Hello all,

Commissioner Minton issued a decision on the Laura Kiesel v Housing Corp of Arlington complaint last week. Attached is a copy.

The complainant has contacted me directly asking to meet to discuss the findings. The complainant is entitled to a hearing to have the decision reconsidered. The hearing is to be held by two commissioners. I will need to have two commissioners volunteer to serve in this role. Please let me know by Monday who will be available to conduct this hearing. There is no date set, we will set a date that is convenient for the commissioners that will run the hearing.

On another note, thank you for those that have set a time to meet with me. As I have discussed with those of you that I have already met with, we will be running a training with Town Counsel Heim in the fall on the complaint process from start to finish.

Thank you,

Christine

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

From: [REDACTED] [Kiesel](#)
To: [Christine Bongiorno](#); [REDACTED] [Carlton-Gysan](#); [Sean Garballey](#); [Andy Forman](#)
Subject: (Archive Copy) Fwd: AHRC complaint follow up
Date: Friday, June 28, 2019 9:55:07 AM

I am forwarding the information below where you said you had all of the paperwork I had previously submitted on hand.

----- Forwarded message -----

From: **Christine Bongiorno** <CBongiorno@town.arlington.ma.us>
Date: Mon, Apr 8, 2019 at 1:51 PM
Subject: Re: AHRC complaint follow up
To: Laura Kiesel [REDACTED]

Hello Laura,

No need to forward that paperwork, I have all of it on hand.

Thank you,
Christine

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

From: Laura Kiesel [REDACTED]
To: Christine Bongiorno <CBongiorno@town.arlington.ma.us>
Date: Mon, 8 Apr 2019 13:46:04 -0400
Subject: Re: AHRC complaint follow up

Hello Christine,

Thank you. I did also file the November information with the HRC at the end of that month via certified mail, though I do not know if it specified the exact date of the incident. When I still hadn't heard back from them, I submitted the paperwork in person to Naomi Greenfield at the February HRC meeting before it began when I was there to discuss the parking warrant. Do you need me to forward that paperwork (I made scanned copies)? Thank you and have a good week!

Sincerely,

Laura Kiesel

On Mon, Apr 8, 2019 at 1:22 PM Christine Bongiorno <CBongiorno@town.arlington.ma.us> wrote:
Hello Laura,

Thank you for this information. The previously submitted information is on file with the Human Rights Commission, I had treated the November complaint as a separate incident/complaint. We will be in touch within the week with a decision on the November complaint.

Thank you,

Christine

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

From: Laura Kiesel [REDACTED]
To: Christine Bongiorno <CBongiorno@town.arlington.ma.us>
Date: Fri, 5 Apr 2019 11:30:09 -0400
Subject: Re: AHRC complaint follow up

Hello Christine,

I hope you're well. I am writing to follow up and see if you've tracked down the original documentation with the AHRC regarding the dates, times and other details of my first complaint filed last year regarding the HCA?

For the November incident: it occurred on November 14, 2018. I was locked out of my bathroom, which has a faulty lock that engages on its own (that I have mentioned in the past to the HCA and asked them to fix on several occasions). [REDACTED]

When Pam answered the door for Erik, she asked him repeatedly: [REDACTED]

[REDACTED] the HCA finally sent a maintenance man to unlock the bathroom. It took less than 20 seconds. [REDACTED]

[REDACTED] The following week I asked about having the door handle replaced with one without a lock so this could not happen again [REDACTED]

[REDACTED] That was too complicated, so I asked them for a copy of the screw that unlocks the door from the outside. Nonetheless, the problem was [REDACTED] or helping me during an emergency situation grant access to my own facilities due to a door handle in disrepair for which they are responsible and liable.

As for my medical documents: I emailed copies to Pam Hallett on Thursday, March 29, 2018 as per her request to my lawyer that she'd consider a smaller rent increase [REDACTED] (I have email documents by my lawyer substantiating this).

On Friday, March 30th, in the late afternoon I hadn't heard back from her so I went by the office after calling and leaving a voicemail. Pam told me she had forwarded my SENSITIVE MEDICAL DOCUMENTATION to Michael Baldwin, the President of Maloney Properties--their contract management company. I didn't know why, but she said Michael would contact me over the weekend or Monday. On Monday, April 1, 2018, I hadn't heard from him in the late afternoon so I called him to follow up and also emailed him two doctors' letters to add to my file. He said to call him. When I did, he--among other things--told me he didn't know why he had the medical documentation because that wasn't his call (which means Pam Hallett illegally forward my medical documents). He also insisted that since the HCA offered me a cheaper studio apt on another floor

in another building that was all they had to do.

While HCA does not legally have to offer me a rent decrease--it is a Fair Housing Act violation to attempt to offer an alternative (in this case an apt) that does not offer the accommodations one needs for their health issues and insist that it is sufficient for that person's needs. [REDACTED]

[REDACTED] Michael Baldwin then accused me [REDACTED] (which is illegal) and stated falsely I hadn't brought it up until these past few days leading up to the conversation I was having with though I have been mentioning to Pam Hallett for years and one I offered written testimony about via certified mail months prior (I have the certified mail receipt and scanned copies of the files I mailed).

Again, I would like the Town to have a talk with the HCA and their staff (including contract mgt staff) over their ableist behavior and Fair Housing violations. I am going to be making a couple of Fair Housing Act accommodation requests to the HCA over the course of the next few weeks. I would like to have some comfort that I will not again be interrogated illegally [REDACTED] or treated with skepticism and scorn. So I would appreciate an efficient response to this complaint, as I first filed my initial complaint in with the AHRC in August 2018. It's now April 2019.

On a related note, I am bringing a panel series to this town starting next month on ableism that the Boston Center for Independent Living and the Disability Policy Consortium are helping sponsor. It would be good to urge the HCA staff to attend, as well as many other town staff and reps as education and understanding of disability law and etiquette is something sorely needed in this town.

I look forward to a response from you next week and an update on the HCA matter. Let me know if you have any questions. Have a great weekend!

Thanks, Laura

On Tue, Mar 26, 2019 at 5:52 PM Laura Kiesel [REDACTED] wrote:
Hello Christine,

Thanks for following up with me. I've offered all this information at length---dates, times, people involved, etc.--and spent many hours doing so--in addition to having a 90 minute in-person meeting with one AHRC person. Before I go through the enormous labor of tracking down emails and specific dates again, can you clarify to me what happened with the data?

I also wanted to clarify that it doesn't matter whether an accommodation was ultimately granted or not. Under the Fair Housing Act, there are specific guidelines as to what a landlord is and is not allowed to ask a tenant regarding one's disability status, medical documentation, etc. And so, if they violate this, they still are in violation regardless of whether they grant the accommodation. I'd gladly try to put you in touch with a disability advocate or lawyer if you need more understanding. Please let me know what has happened to all the data I provided or if the AHRC lost or disposed of it permanently before I go through the labor of providing it all again. In the meantime, here are the relevant passages to the FHA:

16. What inquiries, if any, may a housing provider make of current or potential residents regarding the existence of a disability when they have not asked for an accommodation?

Under the Fair Housing Act, it is usually unlawful for a housing provider to (1) ask if an applicant for a dwelling has a disability ...or **(2) ask about the nature or severity of such persons' disabilities. ...**

17. What kinds of information, if any, may a housing provider request from a person with an obvious or known disability who is requesting a reasonable accommodation?

...If a person's disability is obvious, or otherwise known to the provider, and if the need for the requested accommodation is also readily apparent or known, then the provider **may not** request any additional information about the requester's disability or the disability-related need for the accommodation.

8. If a disability is not obvious, what kinds of information may a housing provider request from the person with a disability in support of a requested accommodation?

A housing provider **may not ordinarily inquire as to the nature and severity of an individual's disability** (see Answer 16, above). However, in response to a request for a reasonable accommodation, a housing provider may request reliable disability-related information that (1) is necessary to verify that the person meets the Act's definition of disability (*i.e.*, has a physical or mental impairment that substantially limits one or more major life activities), (2) describes the needed accommodation, and (3) shows the relationship between the person's disability and the need for the requested accommodation....A doctor or other medical professional, a peer support group, a non-medical service agency, or a reliable third party who is in a position to know about the individual's disability may also provide verification of a disability. ***In most cases, an individual's medical records or detailed information about the nature of a person's disability is not necessary for this inquiry.***

Once a housing provider has established that a person meets the Act's definition of disability, ***the provider's request for documentation should seek only the information that is necessary to evaluate if the reasonable accommodation is needed because of a disability. Such information must be kept confidential and must not be shared with other persons unless they need the information to make or assess a decision to grant or deny a reasonable accommodation request or unless disclosure is required by law (e.g., a court-issued subpoena requiring disclosure).***

Let me know if you have any questions or need more information. Thanks, Laura

On Tue, Mar 26, 2019 at 4:43 PM Christine Bongiorno <CBongiorno@town.arlington.ma.us> wrote:

Good afternoon Ms. Kiesel,

I am writing on behalf of the Arlington Human Rights Commission to gather additional information regarding a complaint that you filed on November 26, 2018. I write to ask for clarification and the following additional information:

- Please provide additional information regarding any and all accommodations that you requested that your landlord did not accommodate.
- Please provide additional information about the private medical information that was forwarded, specifically, to whom was it forwarded and when did this occur?
- Please clarify the issue that you mentioned regarding the lock on the bathroom door. Has this issue been resolved? Did your landlord refuse to fix this issue once it was brought to their attention?

Thank you for your attention to this matter and I look forward to hearing back from you at your earliest convenience.

Sincerely,
Christine Bongiorno

**Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street**

Arlington, MA 02476
(781)316-3170
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<http://twitter.com/SurvivalWriter>

From: [Christine Bongiorno](#)
To: [REDACTED]
Subject: (Archive Copy) Re: AHRC complaint decision
Date: Friday, June 28, 2019 11:08:02 AM

Thank you Gary. ENJOY!!!!

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

From: Gary [REDACTED]
To: "Christine Bongiorno (CBongiorno@town.arlington.ma.us)" <CBongiorno@town.arlington.ma.us>
Date: Fri, 28 Jun 2019 10:53:23 -0400
Subject: Re: AHRC complaint decision

Hi Christine,

[REDACTED] I will be available to meet with you after July 15.

Gary

On Jun 28, 2019, at 9:15 AM, Christine Bongiorno (CBongiorno@town.arlington.ma.us)
<CBongiorno@town.arlington.ma.us> wrote:

Hello all,

Commissioner Minton issued a decision on the Laura Kiesel v Housing Corp of Arlington complaint last week. Attached is a copy.

The complainant has contacted me directly asking to meet to discuss the findings. The complainant is entitled to a hearing to have the decision reconsidered. The hearing is to be held by two commissioners. I will need to have two commissioners volunteer to serve in this role. Please let me know by Monday who will be available to conduct this hearing. There is no date set, we will set a date that is convenient for the commissioners that will run the hearing.

On another note, thank you for those that have set a time to meet with me. As I have discussed with those of you that I have already met with, we will be running a training with Town Counsel Heim in the fall on the complaint process from start to finish.

Thank you,

Christine

Christine Bongiorno, MPH
Director of Health and Human Services
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27 Maple Street
Arlington, MA 02476
(781)316-3170

www.arlingtonma.gov/hhs

<FINALkieselNov2018complaint.pdf>

From: [Christine Bongiorno](#)
To: [\[REDACTED\] Carlton-Gysan](#); [\[REDACTED\] Carney](#); [\[REDACTED\] Horowitz](#); [\[REDACTED\] Bauer](#); [\[REDACTED\] Fontanez](#); [\[REDACTED\] Minton](#); [\[REDACTED\] Grossman](#); [\[REDACTED\] Baron](#); [Arlington Human Rights Commission](#)
Subject: (Archive Copy) CONFIDENTIAL: complaint follow up
Date: Friday, June 28, 2019 1:36:00 PM

Hello Commissioners,

Below is correspondence between the complainant from the November complaint and me. I send this to you to keep you updated on the case, to let you know that it appears that the complainant is not interested in a hearing with the commission and lastly to warn each of you to keep in mind that your work as a commissioner requires confidentiality as a body required to adjudicate cases. Participation in conversation with the complainant or others involved in any case can set you and the commission up to be held liable. Thank you to those who I have already met with to discuss the commission and I look forward to meeting with the rest.

Have a great weekend,

Christine

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

From: Laura Kiesel [REDACTED]
To: Christine Bongiorno <CBongiorno@town.arlington.ma.us>
Cc: Andy Forman <aforman@bostoncil.org>, Sean Garballey <Sean.Garballey@mahouse.gov>, Betsy Carlton-Gysan [REDACTED]
Date: Fri, 28 Jun 2019 09:43:22 -0400
Subject: Re: Fwd: rent raise appeal inquiry

Hello Christine,

This didn't answer my question. Also, I had asked for an audience with you. What happened to the paperwork I submitted that you assured me you had found and would be submitted and considered? I had explicitly asked if you had that paperwork before proceeding or if the AHRC discarded it or lost it. You told me you had everything. You obviously didn't. If you do not grant me an audience, at this point I am going to go ahead and retain a lawyer, and file not only a Fair Housing suit against the HCA but a discrimination complaint against the town. I would like a direct answer to that question, please.

Sincerely,

Laura Kiesel

On Fri, Jun 28, 2019 at 9:19 AM Christine Bongiorno <CBongiorno@town.arlington.ma.us> wrote:
Hello Laura,

Thank you for reaching out to me. The decision on the case was issued by Commissioner Minton. If you are asking for a hearing to have the decision reconsidered please let me know and I will arrange to have two Commissioners work to set a hearing date with you.

Thank you,

Christine

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

From: Laura Kiesel [REDACTED]
To: Christine Bongiorno <CBongiorno@town.arlington.ma.us>, Andy Forman <aforman@bostoncil.org>, Sean Garballey <Sean.Garballey@mahouse.gov>, Betsy Carlton-Gysan [REDACTED]
Date: Wed, 26 Jun 2019 17:29:27 -0400
Subject: Fwd: rent raise appeal inquiry

Hello Christine,

I received the AHRC ruling on the HCA. There are several inaccuracies in this piece, for which I offered written documented evidence. On page 4 of the decision, it states: "Respondent's files from 2014 through 2017 indicated that Complainant specifically acknowledged in writing that [REDACTED] Respondent further denies that receiving correspondence, let alone multiple forms of correspondence [REDACTED] prior to March 2018 when the proposed rent increase was presented and Complainant retained representation."

Where is this documentation that supposedly exists in writing where I explicitly claim I do not have a disability?

I had forwarded the HRC email correspondences dated March 2017 [REDACTED] where I brought it to their attention. I had forwarded all of this to the AHRC rep Chris Huvo who handled my case at the time. I cc'd my representative Sean Garballey on those emails and [REDACTED], as you can see in the forwarded message below.

Furthermore, in February 2018 I had a string of emails with them [REDACTED] and was repeatedly ignored, including when I mentioned it was one of the main reasons I could not move to another apartment. When failed to answer those emails (which I had also forwarded to the AHRC) [REDACTED] which they received February 2018 (for which I still have the post office receipt along with the email showing the scanned copy of the typed letter I included, also both offered to the AHRC). It was still ignored for several weeks. Also, where are all the emails that included my lawyer to Pam about their agreement that I [REDACTED]

These are just some examples. There are more. And I have WRITTEN email records about them. I would like to know why the Town and the AHRC are pretending documents that I have offered with clear dates and correspondences, do not exist, despite repeatedly supplying them with the paperwork?

At this point, I would like to meet and discuss in person, because I want to understand why these documents are not being considered. I want a direct answer with you or a representative looking me in the eyes and telling me why they were not admitted into the evidence. Thank you.

Sincerely,

Laura Kiesel

----- Forwarded message -----

From: Laura Kiesel [REDACTED]
Date: Thu, Mar 9, 2017 at 10:28 AM
Subject: rent raise appeal inquiry
To: Pamela Hallett <phallett@housingcorporationarlington.org>, <aforman@bostoncil.org>
Cc: Sean Garballey <Sean.Garballey@mahouse.gov>, Rosenberry, John (HOU) <john.rosenberry@mahouse.gov>

Hello Pam,

I hope you're having a good week.

I recently received a letter in the mail informing me that starting April 1st, my rent will be raised from \$1,014 to \$1,039 per month--a \$25/mo increase (or \$300/yr). I realize this is a relatively minor increase, but it is still one that will incur a serious hardship for me. Since moving into Capitol Square apartments three years ago, my economic situation has changed significantly. [REDACTED]

[REDACTED] I now pay almost all

of my monthly income toward rent.

I did speak to Cynthia about this, but she told me there is no recourse and everyone else in the complex will be getting a similar rent raise. Yet, it seems many/most are either on a MRVP or Section 8 voucher and so do not pay more than approximately 30-40% of their monthly income to rent. As someone who pays well more than 50% of my monthly income (it's about 90-100%) to rent, I am already extremely rent burdened.

I am wondering if there is any way to appeal the rent raise on the basis of extenuating circumstances

I am also cc'ing my Representative Sean Garballey and his legislative aide, John Rosenberry, who are aware of the situation and I believe have been in touch with the HCA about it.

Please let me know if there is an appeal process to avoid a rent increase at this time and if so, how to proceed. Thank you!

Sincerely,

Laura Kiesel

--

Laura Kiesel
Freelance Writer and Editor
www.laurakiesel.com
<http://twitter.com/SurvivalWriter>

Pamela

Hallett <phallett@housingcorporation.org>

Thu, Mar 9, 2017,
5:28 PM

to Cinthya, Michael, me



Hi Laura:

HCA can't subsidize people, we are barely making cash flow as it is. If we could, we would.

Is there a possibility of increasing your income or receiving rental subsidy? Have you ever signed up for a section 8 certificate? Perhaps you should meet with Rita Shah, our social worker, to evaluate your options. She might be able to get you into an Arlington Housing Authority unit Rita is in on Tuesdays and Thursdays, her number is 781 859-5164.

--

Laura Kiesel

Mar 9, 2017, 5:03 PM



Hello Pam,

Thank you for clarifying. I was basing my assumption on the fact that everyone I have spoken to in my building, claims to be on a voucher, and something Susie said to me when I first moved in and inquired about vouchers, so my impression was anecdotal.

However, I am asking for an appeal based on extenuating circumstances [REDACTED]

[REDACTED] Also, I paid full rent for an extended length of time while a substantial portion of my unit was uninhabitable due to an insect infestation, despite numerous attempts at discourse about the illegality of my situation and inquiries about recouping expenses.

The repeated dismissals about the significant expenditure of my emotional/physical health, safety, money and state-protected rights to a habitable apt made me feel then-- as I do now--disregarded and dehumanized.

Regards,

Laura Kiesel

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From: [REDACTED] Minton
To: Christine Bongiorno
Cc: [REDACTED] Minton
Subject: (Archive Copy) Re: AHRC complaint decision
Date: Saturday, June 29, 2019 7:49:13 PM

Christine,

I plan to be [REDACTED]. Other times I am scheduled to [REDACTED]. Otherwise I likely will be able to schedule a meeting with you.

A. Nick Minton
Commissioner
Arlington Human Rights Commission

On Fri, Jun 28, 2019 at 9:16 AM Christine Bongiorno
<CBongiorno@town.arlington.ma.us> wrote:

Hello all,

Commissioner Minton issued a decision on the Laura Kiesel v Housing Corp of Arlington complaint last week. Attached is a copy.

The complainant has contacted me directly asking to meet to discuss the findings. The complainant is entitled to a hearing to have the decision reconsidered. The hearing is to be held by two commissioners. I will need to have two commissioners volunteer to serve in this role. Please let me know by Monday who will be available to conduct this hearing. There is no date set, we will set a date that is convenient for the commissioners that will run the hearing.

On another note, thank you for those that have set a time to meet with me. As I have discussed with those of you that I have already met with, we will be running a training with Town Counsel Heim in the fall on the complaint process from start to finish.

Thank you,

Christine

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

From: [Christine Bongiorno](#)
To: [REDACTED] [Fontanez](#)
Subject: (Archive Copy) Re: AHRC complaint decision
Date: Monday, July 01, 2019 1:40:10 PM

Hi Kristina,

I completely understand your schedule. A quick call next Monday at noon works for me. In the meantime, the Town Manager is inviting HRC members to participate in small group conversations about how to move forward after the Lt Pedrini Restorative Justice issue over the past 6 months. The group that will be running the small group conversations is the Consensus Building Institute and the purpose will be to bring the various parties to the table to come up with a solution to move forward. Having HRC reps at the table will be helpful if you are interested. I will include you in the scheduling but don't feel obligated to attend because there are others from the commission that will participate. I hope you are having a nice summer so far and I look forward to chatting with you next week. You can call me at noon or anytime in that time frame that works for you.

Thank you so much,
Christine

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

From: Kristina Fontanez [REDACTED]
To: Christine Bongiorno <CBongiorno@town.arlington.ma.us>
Date: Sun, 30 Jun 2019 21:54:48 -0400
Subject: Re: AHRC complaint decision

Hi Christine,

I'm sorry it has taken me so long to get back to you. My job has been all-consuming lately.

I am available for a phone call at noon on Monday July 8th. Tuesday July 2nd in the evening I can also do a phone call.

Thanks,
Kristina

On Jun 28, 2019, at 9:15 AM, Christine Bongiorno <CBongiorno@town.arlington.ma.us> wrote:

Hello all,

Commissioner Minton issued a decision on the Laura Kiesel v Housing Corp of Arlington complaint last week. Attached is a copy.

The complainant has contacted me directly asking to meet to discuss the findings. The complainant is entitled to a hearing to have the decision reconsidered. The hearing is to be held by two commissioners. I will need to have two commissioners volunteer to serve in this role. Please let me know by Monday who will be available to conduct this hearing. There is no date set, we will set a date that is convenient for the commissioners that will run the hearing.

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Thank you,

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www.arlingtonma.gov/hhs

<FINALkieselNov2018complaint.pdf>

From: [REDACTED] Kiesel
To: [Christine Bongiorno](#)
Cc: [Andy Forman](#); [Sean Garballey](#); [REDACTED] [Carlton-Gysan](#)
Subject: (Archive Copy) Re: Fwd: rent raise appeal inquiry
Date: Tuesday, July 02, 2019 1:36:48 PM

Hello Christine,

My complaint is that the HCA [REDACTED]

[REDACTED] despite them being repeatedly informed or been made aware of that fact. So, the email I forwarded and the timeline has direct bearing on that claim and it shows they had prior knowledge and so were acting against the Fair Housing Act in their behavior toward me in March/April 2018 (the basis of my first claim). Also, that email is just ONE example of the extended written documents I had that contradicts their claims and it is clear that the town and the HRC at this point either lost or discarded the paperwork that was necessary for a fair determination. When I submitted my multiple appeals, I was told by the AHRC when I attended in person to follow up (as they were not responding to my email inquiries) that I would be assigned another representative who would contact me and schedule an in-person meeting to clarify my claims and again review the evidence I had submitted. That never happened.

Also, I have serious concerns about conflicts of interest. I was informed by Cindy Friedman's office that they cannot come across as critiquing HCA because they want to maintain a congenial working relationship--despite hearing complaints from constituents of a similar nature from other constituents that live on their properties (I have this in an email thread). Yet, the co-chair of the AHRC is Friedman's Chief of Staff. The person assigned to my case this time around was Nick Minton, who was the abstaining vote in the AHRC decision to withdraw from the restorative justice process of Pedrini and has made statements at that meeting and subsequent ones that showed disapproval for those of us who didn't agree with the Lt's reinstatement. I have also had it leaked to me by a credible source that the AHRC has been directed by the powers above that they cannot censure or find formal fault with the HCA. So why would I bother appealing to a body that has shown such clear bias in favor of the HCA and shown clear signs of a conflict of interest?

Sincerely,

Laura Kiesel

On Tue, Jul 2, 2019 at 12:58 PM Christine Bongiorno <CBongiorno@town.arlington.ma.us> wrote:

Hello Laura,

The concern that you cite in your initial email references a sentence on page 4 of the HRC response to your complaint. This statement is a summary of the respondent's statement. The statement is not pertinent to the final decision listed on page 12 of the packet under DETERMINATION. The documents that you submitted to the Commission as a result of the August 2018 complaint are available and were reviewed by the Commission when drafting this decision. Due to your threat of litigation, I am hesitant to discuss this issue further. You are welcome to request a hearing with the Commission, you are also welcome to file a complaint with Mass Commission Against Discrimination pursuant to G.L. ch. 151B

Thank you,

Christine

Christine Bongiorno, MPH
Director of Health and Human Services
Town of Arlington
27 Maple Street
Arlington, MA 02476
(781)316-3170
www.arlingtonma.gov/hhs

From: Laura Kiesel [REDACTED]
To: Christine Bongiorno <CBongiorno@town.arlington.ma.us>
Cc: Andy Forman <aforman@bostoncil.org>, Sean Garballey <Sean.Garballey@mahouse.gov>, Betsy Carlton-Gysan [REDACTED]
Date: Fri, 28 Jun 2019 09:43:22 -0400
Subject: Re: Fwd: rent raise appeal inquiry

Hello Christine,

This didn't answer my question. Also, I had asked for an audience with you. What happened to the paperwork I submitted that you assured me you had found and would be submitted and considered? I had explicitly asked if you had that paperwork before proceeding or if the AHRC discarded it or lost it. You told me you had everything. You obviously didn't. If you do not grant me an audience, at this point I am going to go ahead and retain a lawyer, and file not only a Fair Housing suit against the HCA but a discrimination complaint against the town. I would like a direct answer to that question, please.

Sincerely,

Laura Kiesel

On Fri, Jun 28, 2019 at 9:19 AM Christine Bongiorno <CBongiorno@town.arlington.ma.us> wrote:
Hello Laura,

Thank you for reaching out to me. The decision on the case was issued by Commissioner Minton. If you are asking for a hearing to have the decision reconsidered please let me know and I will arrange to have two Commissioners work to set a hearing date with you.

Thank you,

Christine

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Director of Health and Human Services
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From: Laura Kiesel [REDACTED]
To: Christine Bongiorno <CBongiorno@town.arlington.ma.us>, Andy Forman <aforman@bostoncil.org>, Sean Garballey <Sean.Garballey@mahouse.gov>, Betsy Carlton-Gysan [REDACTED]
Date: Wed, 26 Jun 2019 17:29:27 -0400
Subject: Fwd: rent raise appeal inquiry

Hello Christine,

I received the AHRC ruling on the HCA. There are several inaccuracies in this piece, for which I offered offered written documented evidence. On page 4 of the decision, it states: "Respondent's files from 2014 through 2017 indicated that Complainant specifically acknowledged in writing [REDACTED] Respondent further denies that receiving correspondence, let alone multiple forms of correspondence with respect to the Complainant's [REDACTED], prior to March 2018 when the proposed rent increase was presented and Complainant retained I representation."

Where is this documentation that supposedly exists in writing where [REDACTED]

I had forwarded the HRC email correspondences dated March 2017 [REDACTED] where I brought it to their attention. I had forwarded all of this to the AHRC rep Chris Huvos who handled my case at the time. I cc'd my representative Sean Garballey on those emails and [REDACTED] as you can see in the forwarded message below.

Furthermore, in February 2018 I had a string of emails with them where [REDACTED] again, and was repeatedly ignored, including when I mentioned it was one of the main reasons I could not move to another apartment. When failed to answer those emails (which I had also forwarded to the AHRC) [REDACTED]

mail, which they received February 2018 (for which I still have the post office receipt along with the email showing the scanned copy of the typed letter I included, also both offered to the AHRC). It was still ignored for several weeks. Also, where are all the emails that included my lawyer to Pam about their agreement that I if I could [REDACTED]

These are just some examples. There are more. And I have WRITTEN email records about them. I would like to know why the Town and the AHRC are pretending documents that I have offered with clear dates and correspondences, do not exist, despite repeatedly supplying them with the paperwork?

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[REDACTED] As [REDACTED] I now pay almost all of my monthly income toward rent.

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Pamela Hallett <phallett@housingcorporarlinton.org>

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Mar 9, 2017, 5:03 PM



Hello Pam,

Thank you for clarifying. I was basing my assumption on the fact that everyone I have spoken to in my building, claims to be on a voucher, and something Susie said to me when I first moved in and inquired about vouchers, so my impression was anecdotal.

However, I am asking for an appeal based on extenuating circumstances [REDACTED]

[REDACTED] Also, I paid full rent for an extended length of time while a substantial portion of my unit was uninhabitable due to an insect infestation, despite numerous attempts at discourse about the illegality of my situation and inquiries about recouping expenses. The repeated dismissals about the significant expenditure of my emotional/physical health, safety, money and state-protected rights to a habitable apt made me feel then-- as I do now--disregarded and dehumanized.

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